Office of Instructional Technology Services

1702 N. Alamo, Suite 111: San Antonio, TX 78215
Phone: 210-527-1400; Fax: 210-281-0257
Web: http://itls.saisd.net

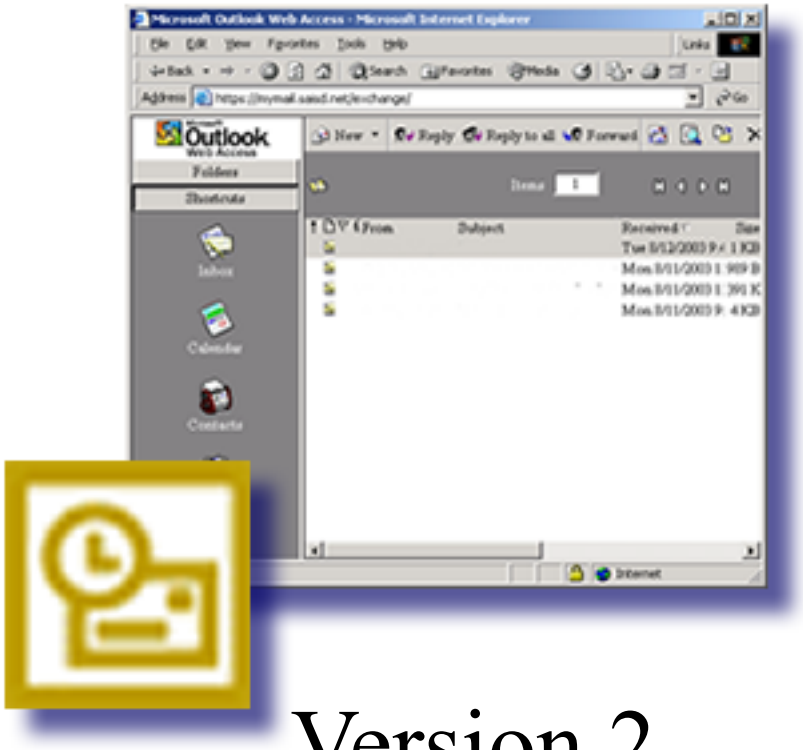
I.T. Services

Transforming Teaching, Learning
And Leadership through Service

MS Office XP Manuals for our SAISD Community

Your Guide to:

Microsoft Web Outlook



Version 2

Visit us at:
http://itls.saisd.net/tli

SAISD

Prepared by Tonya M. Mills & Lacey Gosch, Facilitators
Copyright 2003 Office of Instructional Technology Services, San Antonio ISD
May be reproduced for non-profit, educational use so long as credit is given

Your Guide to Microsoft Web Outlook

Published by:
The Office of Instructional Technology Services
San Antonio ISD
1702 North Alamo
San Antonio, Texas 78215

Copyright © 2003 San Antonio ISD. May be reproduced for non-profit, educational use so long as credit is given.

For general information on Instructional Technology products and services please contact:

Miguel Guhlin, Director
Instructional Technology Services
Phone: (210) 527-1400
Fax: (210) 281-0257
Email: mguhlin@saisd.net
Web site: http://itls.saisd.net

Permissions (according to the Microsoft.com website):

Images, icons, and screenshots of the Microsoft Web Outlook program have been reprinted with permission from Microsoft Corporation.

Direct any questions, comments or corrections to mguhlin@saisd.net.

Your assistance will be greatly appreciated.

Table of Contents

Topics Page

Acceptable Use for Employees 6-8

Chapter 1 — Overview
- What is Microsoft Web Outlook? 10
- What should you consider before beginning? 10
- How to access MS Web Outlook 11-13
- Parts of the MS Web Outlook Window
  - Outlook Window Overview 14
  - The different Outlook bar views
    - Shortcut View 15-16
    - Folders View 17
- Parts of the Inbox
  - The Different Views 18
  - The Inbox Toolbar 19-21
  - Inbox Items 22
  - How to navigate the Inbox 22

Chapter 2 — Your Inbox
- Working in the Inbox
  - How to create a new message 24-26
  - Important Inbox Items 27
  - Important Inbox Definitions 28
- Working with messages
  - Searching for a message 29
  - Deleting a message 30
  - Recover a message from the Deleted Items Folder 30
  - Emptying the Deleted Items folder 31
  - Recover Deleted Items 31
  - Saving a message to your computer 32
  - Printing a message 32
- Working with attachments
  - Sending an attachment 33
  - Opening an attachment 34
  - Common file extensions for attachments 35

© SAISD/Office of Instructional Technology Services

Tables of Contents

Topics Page

Chapter 3 — Options Available in Web Outlook
- Message Options
  - Formatting a message 38
  - Changing your message options 39
- Other Options in Web Outlook
  - Using the Outlook Assistant 40
  - Turn off Out of Office Assistant 40
  - E-mail Options 41
  - Reminder Options 41
- Working with your Password
  - How to change your password 42-43

Chapter 4 - Working with Others
- Working with Contacts
  - Adding new contacts 46
  - To find a contact 47
  - Send a message to a contact 48
  - Delete a contact 49
- Working with Distribution List
  - Creating a Distribution List 50-51
  - Send a message to members of a Distribution List 52-53
- Working with the calendar
  - Date Navigator 54
  - Selecting a View 54
  - Creating appointments 55-56
  - Creating recurring appointments 56-57
  - Planning a meeting 58-59
  - Reschedule a meeting 59-60
  - Cancel a meeting 61
  - Replay a meeting request 62
- How to Forward e-mail from your Staff mail account 63-65
- How to Log Off your account 66-67

Topics Page

Appendix - MS Web Outlook

Helpful Information
- Keyboard shortcuts for working with Outlook messages.....70
- Microsoft Web Outlook 2000 Quick Reference Card..... 71-77

Test for Knowledge
- Create the following in MS Web Outlook.....78
- Mini MS Web Outlook Quiz 79

Evaluation Form
- Geometric Reflection and Evaluation 80-81

Software Integration
- Web Outlook Integration.....82
- TA:TEKS.....83

Levels of Technology Integration (LOTI) 84

Resources, Links & Citations.....85

Acceptable Use for Employees

COMPUTER AND TELECOMMUNICATION USE AND INTERNET ACCESS FOR EMPLOYEES

Computer and telecommunication resources and services include, but are not limited to the following: host computers, file servers, workstations, standalone computers, laptops, software, and internal or external communications networks (Internet, commercial online services, bulletin board systems, and email systems), telephones, and facsimile machines. Computers are available throughout the District for staff use. In addition, Internet access is available to staff, teachers, and administrators in SAISD, offering diverse resources to all. The District goal is to promote educational excellence by facilitating resource sharing, innovation, and communication.

INTERNET ACCESS PRIVILEGE

The use of computers to access the Internet is a privilege, not a right. Inappropriate use, including any violation of the conditions and rules stated below, may result in cancellation of the privilege. SAISD will determine appropriate use and may restrict access and/or deny, revoke, suspend, or close any user account at any time based upon its determination of inappropriate use by an account holder or user.

ACCESS TO E-MAIL AND THE INTERNET

1. The principal/department head shall ensure that all employees have been informed of these procedures and rules.
2. Principals/department heads shall authorize access for employees.
3. Any user identified as a security risk or having a history of inappropriate use of other computer systems may be denied access to the Internet.
4. All users of computer resources shall be aware of the finite capacity of the system and shall abide by any quotas established to ensure availability for all users.

USAGE RULES

Computer and telecommunication resources are electronic tools to enhance communication. The purpose of using the Internet is to support research and education by providing access to unique resources and the opportunity of collaborative work. **The rules listed in this section are not all-inclusive, but are only illustrative and representative. Appropriate disciplinary action shall be taken for acts of misconduct which are listed; disciplinary action may be taken for acts of misconduct which are not specifically listed.** All users of telecommunication resources, computers, and the Internet shall comply with the following rules:

Acceptable Use

1. The use of all telecommunication and computer resources must be in support of education and research and consistent with the educational objectives of SAISD.
2. All electronic and telephone communications systems (including e-mail, facsimiles, etc.) and all communication and information transmitted by, received from, or stored in District systems are the property of the District. As such, they are to be used for job-related purposes.

3. All e-mail accounts shall be used only by the authorized user, and sharing an ID or password with any other person is discouraged.
4. All e-mail users shall follow the accepted "*netiquette for e-mail*" which includes, but is not limited to, the following actions:
    a. Be polite: Users shall not send, or encourage others to send, abusive messages. District employees are expected to be courteous to one another and the public, working together in a cooperative spirit to serve the best interests of the District. Employees are role models for our students, and as such, they shall treat all individuals with respect, dignity, good manners, and civility.
    b. Use appropriate language: Users shall not swear or use vulgarities or other inappropriate language.
    c. Protect privacy: Users shall be cautious about transmitting credit card numbers, account numbers of any kind, Social Security numbers, home addresses or phone numbers, or any other personal information about themselves or other individuals.

Unacceptable Use

1. The use of any software and telecommunication equipment or system (including, but not limited to facsimile machines, computers, e-mail, etc.) for private purposes is strictly forbidden and may result in disciplinary action against the employee. Under certain circumstances it may be beneficial to the District to allow personal use of such equipment/system. In such cases, the employee must receive expressed permission from the principal or other supervisor.
2. Transmission of any material in violation of any US or state regulation is prohibited. This includes, but is not limited to, copyrighted material, threatening or obscene material, or material protected by trade secret.
3. Use for commercial activities or private business is prohibited. Users shall not initiate any purchases through on-line communication, except for approved business-related purchases.
4. Use for product advertisement or political lobbying is prohibited, except when used for instructional purposes.
5. Deletion, examination, copying, or modification of files and/or data belonging to others without their prior consent is prohibited.
6. Vandalism, defined as any malicious attempt to harm or destroy data of another user, is prohibited. This includes, but is not limited to, the uploading or creating of computer viruses, the use of the network to disrupt the use by others, the use of e-mail to disable servers or clog the access lines, and the destruction, modification, or abuse of hardware and software.
7. Creating, accessing, or processing hate mail, harassment, discriminatory remarks, pornographic references or graphics, and other antisocial behaviors are prohibited.
8. Use of computer resources to access or process inappropriate files or files dangerous to the integrity of the network is prohibited.
9. Illegal installation of copyrighted software for use on District computers is prohibited. Copying any copyright-protected material in violation of the copyright law is illegal and prohibited.
10. Plagiarizing material or information from any computer resource, whether from a single program or an Internet resource, is prohibited.
11. Transmission of material that is confidential SAISD information which could result in harm to the District is prohibited.

SECURITY AND MONITORING

1. Electronic transmissions and other use of the SAISD system by employees shall not be considered confidential and may be monitored at any time by designated District staff to ensure appropriate use for educational or administrative purposes. In addition, all e-mail correspondence can be subject to an open records request.

2. Any violations of the use of computer resources and/or the Internet/SAISD system or any violations of privacy, must be reported to the administrator.
3. The District has the right to disclose e-mail or electronic transmissions to a third party without the employee's consent.

DISCLAIMERS

1. SAISD makes no warranties of any kind, whether expressed or implied, for the service it is providing.
2. SAISD will not be responsible for any damages a user suffers, including loss of data resulting from delays, nondeliveries, mis-deliveries, or service interruptions.
3. Use of any information obtained via the Internet is at the user's risk. SAISD denies any responsibility for the accuracy or quality of information obtained through its services.
4. Every user is individually responsible for his/her own actions, including, but not limited to, any monetary commitments made through an Internet communication.
5. SAISD does not condone, support, endorse, or authorize the individual actions of users of the District's computer or telecommunication resources.

EMPLOYEE RESPONSIBILITY FOR MONITORING STUDENT USE

The principal/designee shall organize a system for establishing Internet access for students and monitoring the student use on the campus. Employees who are assigned the responsibility of monitoring student use to ensure compliance with the usage rules for students shall be subject to disciplinary action if they fail to monitor as directed.

DISCIPLINARY ACTIONS FOR MISUSE OR INAPPROPRIATE USE

The rules listed in the USAGE RULES section of this procedure are not all-inclusive, but are only illustrative and representative. Appropriate disciplinary action shall be taken for acts of misconduct which are listed; disciplinary action may be taken for acts of misconduct which are not specifically listed.

1. All District employees are expected to comply with the conditions and rules applying to the use of the Internet and telecommunication and computer resources.
2. Some violations of the conditions and rules are unethical and may constitute a criminal offense.
3. Administrators shall use appropriate disciplinary actions based upon a careful assessment of the circumstances of each case and/or in accordance with Board policies.
4. The principal/department head shall investigate any report that unacceptable, inappropriate or unauthorized use has occurred and shall confer with Personnel Services regarding any action to be taken.

References: Board Policy DH (LOCAL); CQ (LOCAL)

Questions regarding this procedure should be addressed to the Instructional Technology Office, 1702 North Alamo Street, San Antonio, Texas 78215/ (210) 527-1400.

Chapter 1—Overview

Topics Page

What is Microsoft Web Outlook? 10
What should you consider before beginning? 10
How to access MS Web Outlook 11-13
Parts of the MS Web Outlook Window
- Outlook Window Overview 14
- The different Outlook bar views
- Shortcut View 15-16
- Folders View 17

Parts of the Inbox
- The Different Views 18
- The Inbox Toolbar 19-21
- Inbox Items 22
- How to navigate the Inbox 22

What is Microsoft Web Outlook

One of the key ingredients to running a school district is COMMUNICATION. There must be frequent and accurate one-way, two-way, and mass communication between our teachers, administration and staff that share the need for accomplishing the goals/beliefs held by all members of our district.

Without communication within a school district, thoughts and dreams become deluded, plans and goals are side-tracked, accomplishments or awards are dismissed. In order for our district to exists, we as shareholders need to remember why we're here.

With this in mind, remember communication is the key and Microsoft Web Outlook will provide teachers, administrators and staff a powerful tool that will simplify our communication tools (emails, group planning and schedules).

What should you consider before beginning?

The key to using Microsoft Outlook effectively is to consider the following factors:

1. Follow our districts rules and regulations when it comes using email
2. Plan Ahead! when it comes to arranging meetings and setting appointments;
3. Prevent computer viruses from infecting your emails and accessing your address books. Update your virus protection files often and never open emails or attachments from unknown sources.

How to access Microsoft Web Outlook

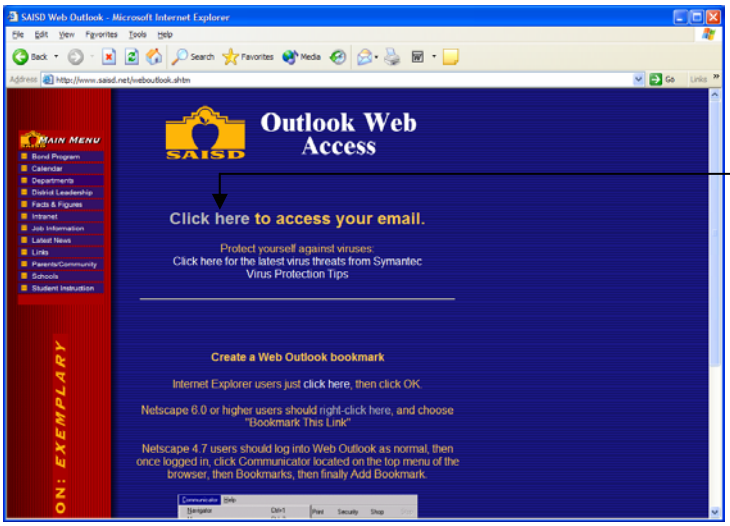
- Web Outlook can be accessed anywhere through the Internet (using either a Internet browser, such as Internet Explorer or Netscape Navigator).

[1] Start your Internet browser

[2] Go to www.saisd.net

[3] Find and click on the Web Outlook link

- Take the time to explore the Outlook Web Access page. It offers a variety of links to helpful information.



[1] Click on "Click here" to access your email.

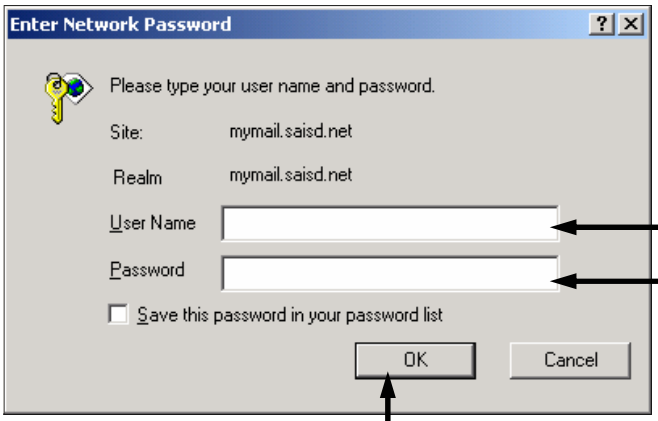
- Web Outlook will prompt you with a Security Alert window.

[1] Click Yes

Note—

This screen is just telling you that the web site you are about to enter is a "secure web page". The information that you enter on this site will be encrypted and can not be stolen or copied by outside parties.

- The next window is your Enter Network Password window.
- Remember to not use the option of saving your Web Outlook password if the computer you are using is a common or shared computer.



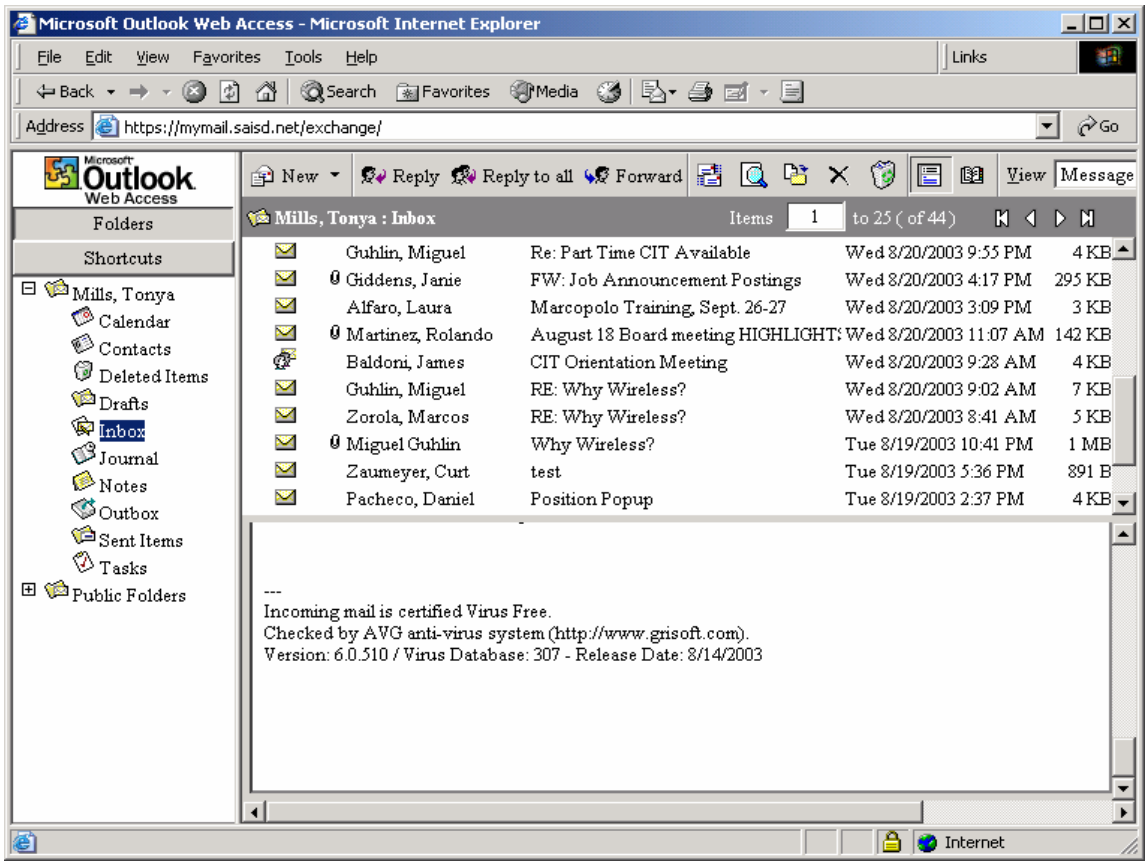
[1] Type in your User Name

[2] Type in your Password

[3] Click OK

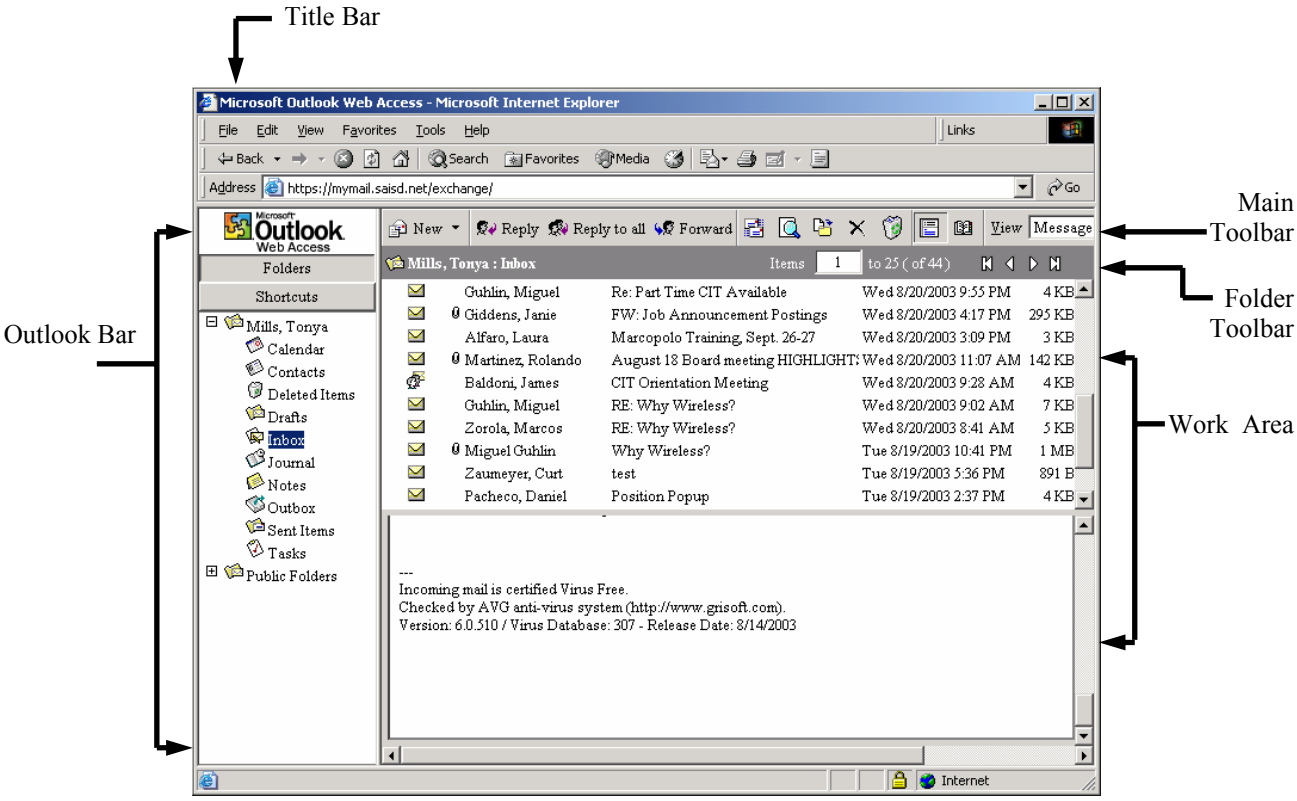
[4] Do not choose the option to save your password to the password list

- If everything goes as planned, your Inbox for Web Outlook account should open on the screen.



Parts of the Web Outlook Window

Outlook Window Overview



Title Bar .....Shows the user the name of the document, the program running currently in the window and the Minimize, Maximize/Restore and Close icons.

Outlook Bar .....This shortcut bar contains the most frequently used items. It has two views, by Folders or by Shortcuts.

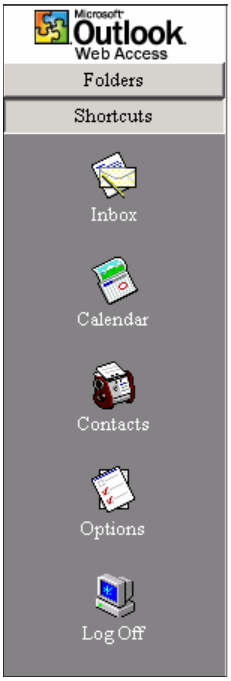
Main Toolbar.....There are a number of different toolbars in Web Outlook (Inbox, Calendar, Contacts, …) and some have their own icons that serve a specific function. When you switch between shortcuts, the main toolbar area will change along with the folder toolbar and the work area below it.

Folder Toolbar .....Displays your current location in the folder hierarchy.

Work Area .....This area will changed depending on the feature you have selected.

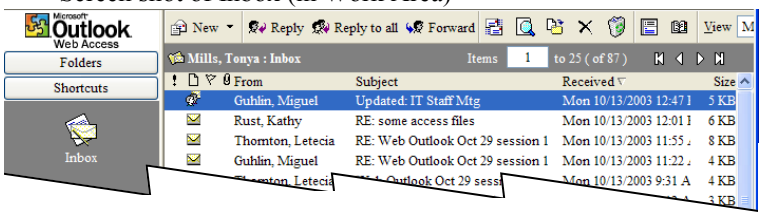
The different Outlook bar views

- The Web Outlook program will automatically open in the Shortcuts view.



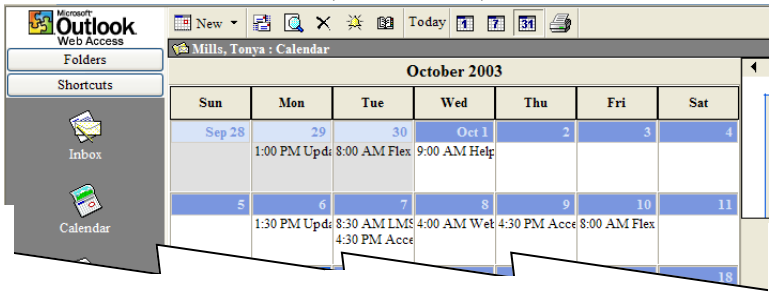
Inbox .....Manage e-mail messages that you have received and shows sent "flagged" messages for action

- Screen shot of Inbox (in Work Area)



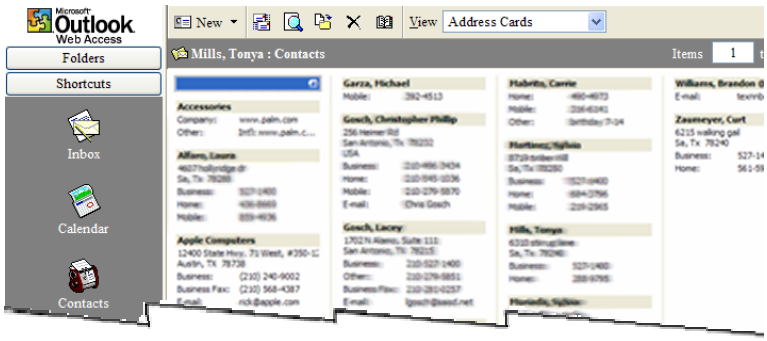
Calendar .....Create and manage appointments, meetings and tasks

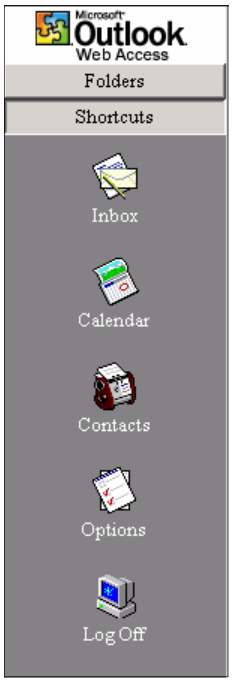
- Screen shot of Calendar (in Work Area)



Contacts.....Organize personal and business contact information

- Screen shot of Contacts (in Work Area)

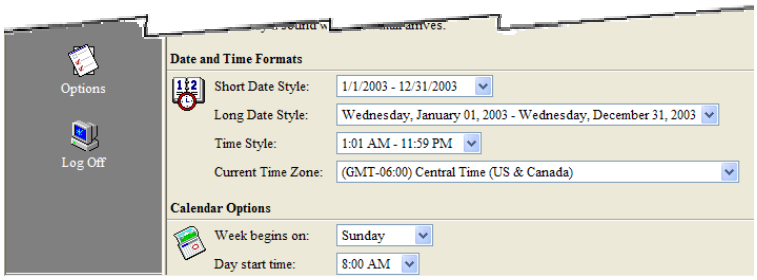




The different Outlook bar views, continued.

Options .....Set preferences for the calendar, reminders, contacts and display notifications, as well as changing passwords, recovering deleted items, and turning on the Out of Office feature.

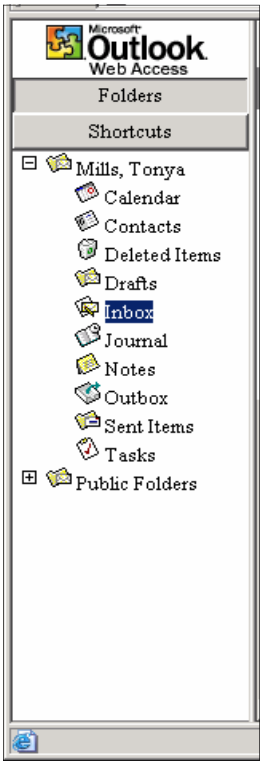
- Screen shot of Options (in Work Area)



Log Off.....To prevent others from being able to read your email, you must log off and close all the browser windows.

- Screen shot of Log Off (in Work Area)

- The Folders view will show your personal folders and the public folders of your organization.



- Folders can be expanded in order to view the subfolders. They can also be collapsed to the upper-level of the hierarchy to view only the top-level folders.
- The plus [+] sign beside a folder indicates that there are sub-folders inside. To view these folders, click on the plus-sign.

Calendar ..... Create and manage appointments, meetings and tasks

Contacts ..... Organize personal and business contact information

Deleted Items Holds the permanently deleted items that were placed in this folder.

Drafts ..... Stores messages that you have not completed.

Inbox ..... Manage e-mail messages that you have received and shows sent "flagged" messages for action

Journal ..... Keeps a historical record of all Outlook activities. Items can be automatically or manually recorded.

Notes ..... Where you create or store notes.

Outbox ..... Temporarily stores messages that have not been sent.

Sent Items ..... Stores copies of messages you have sent.

Tasks ..... Where you can create and manage your tasks.

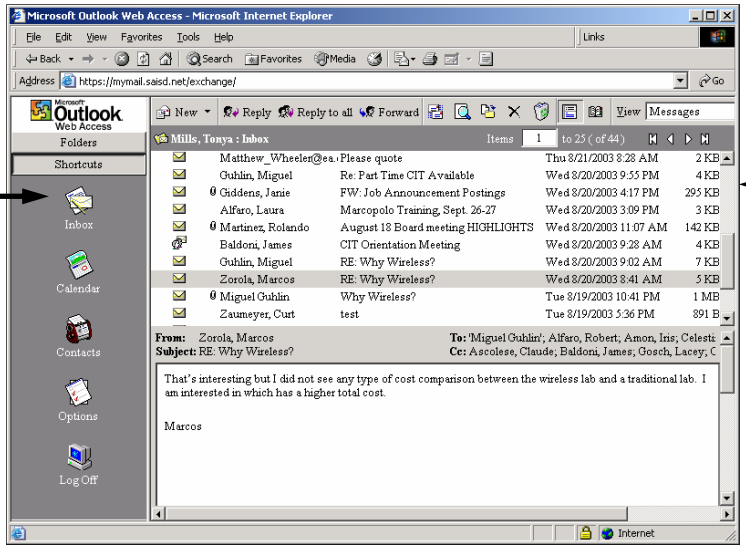
⊞ **Public Folders** ..... created to share information with others. The owner of a public folder can set permissions so that only a select group of people can read, post, edit and delete information; or a public folder can be set to be available to anyone on the system.

Parts of the Inbox

- New messages are delivered and stored in your Inbox (by default).

The Different Views

- In the Shortcut view,



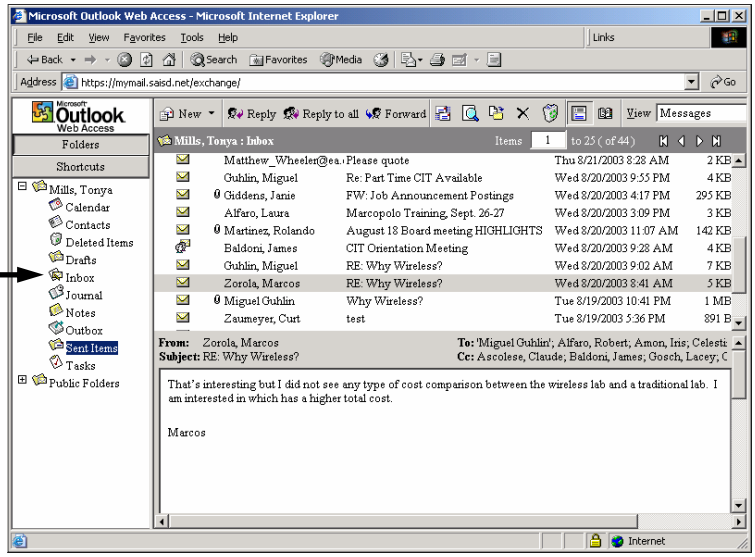
[2] New messages will be in bold.

[3] Double click on a message to read it.

[4] Once you read them the message title will revert to plain text.

[1] Click on the Inbox icon.

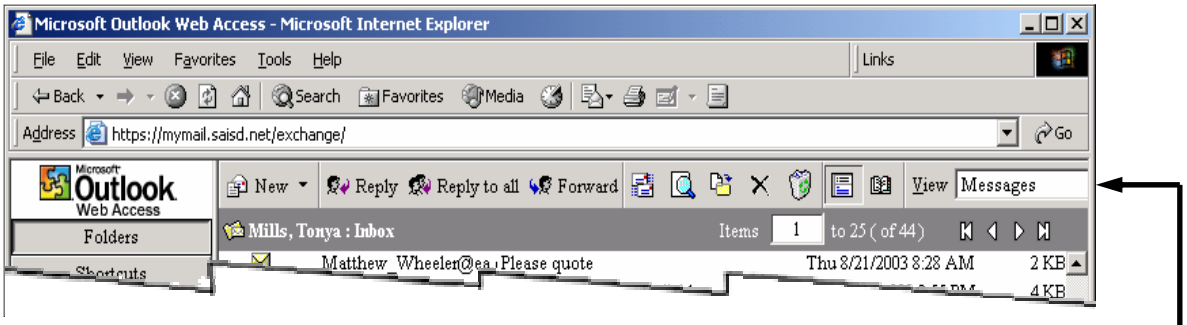
- In the Folders view,



[1] Click on the Inbox link. The number of new messages will appear in parentheses beside the word Inbox.

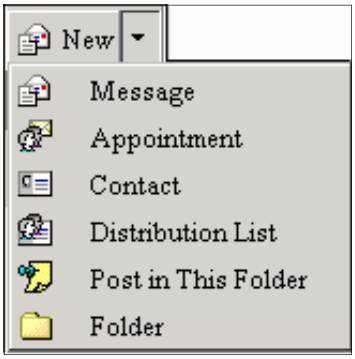
The Inbox Toolbar

- This toolbar is located in the Main Toolbar area and will appear when the Inbox icon or link is clicked.



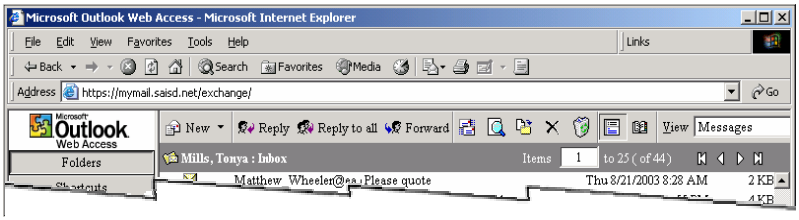
[1] Location of the Inbox Toolbar

- Icons located on the Main Toolbar



New..... A drop-down menu that is available on all Web Outlook toolbars. The options show will vary depending on the active window.

Message .....Opens an empty message window
Appointment.....Schedules appointments and your availability (Tentative, Busy, Out of office, No Information)
Contact .....Creates profiles for people on your contact list.
Distribution List .....Creates a distribution list or when a message is sent to several recipients at once.
Post in This Folder..Creates a note (with attachments) that can be saved or posted in a specific folder.
Folder.....Will allow you to create a new folder.

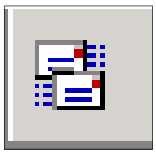


The Inbox Toolbar, continued.

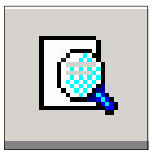
Reply ..... Sends a message only to the sender

Reply to all ..... Sends to all of the recipents in the **To** and **Cc** boxes

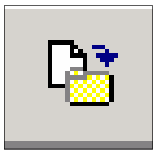
Forward ..... Sends a received message to another user



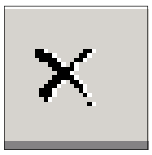
Check for new messages Checks your Inbox for new messages



Search .....Searches your folders and subfolders for words and addresses

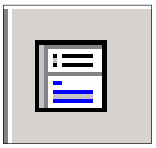


Move/Copy .....Moves a message into another folder or subfolder. You can also copy a message into a different location.

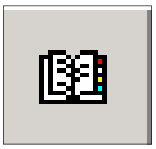


Delete .....Deletes a contact, appointment, or message and places it in the Deleted Items folder. You must highlight the item first.

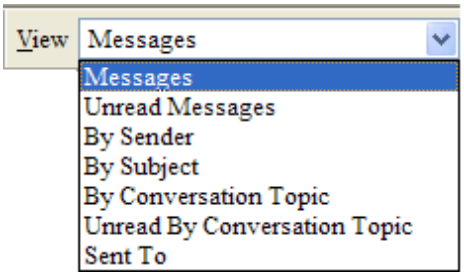
Delete Items Folder..... Will permanently delete any item that is placed in the Deleted Items folder.



Show/Hide Preview Pane.. This lets you select a message in the upper half of the window and see the contents in the lower half.



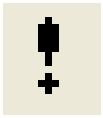
Address book ..... This will allow you to search the SAISD address list of all employees (name, phone number, job title).



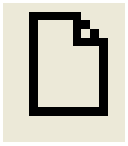
View .....Used to display your messages in different views on the screen.

Inbox Items

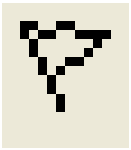
- Use the following symbols, as well as From, Subject, Received, and Size to organize messages by the desired parameters.



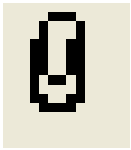
Importance ..... Indicates importance of message (high, low)



Message Type..... Indicates mail, meeting request, task, etc.



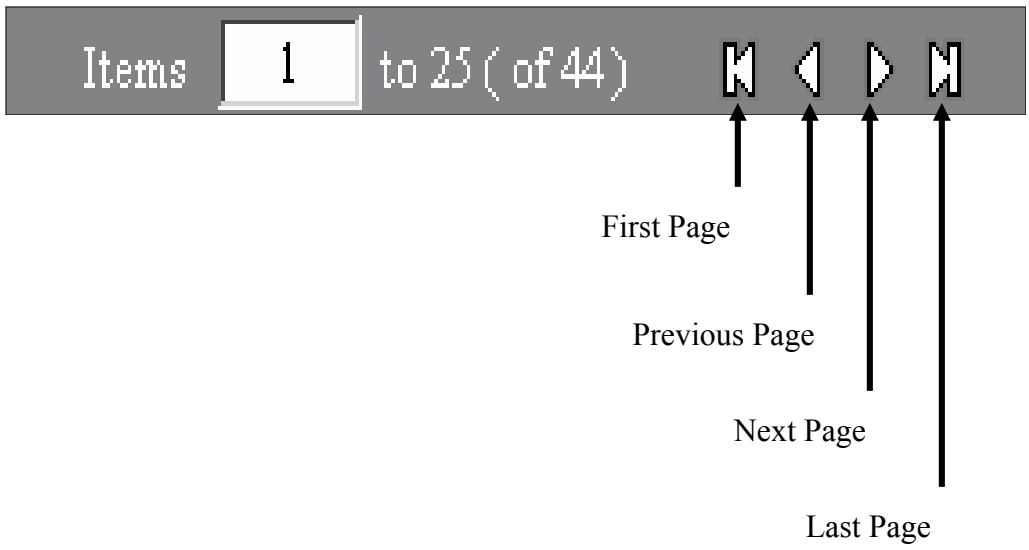
Flagged ..... Indicates messages flagged to act on at a later time



Attachment ..... Indicates if message has been an attachment.

How to navigate the Inbox

- Use the Navigation bar to move to different pages of messages in the Inbox.



Chapter 2 - Your Inbox

Topics Page

Working in the Inbox
- How to create a new message 24-26
- Important Inbox Items 27
- Important Inbox Definitions 28

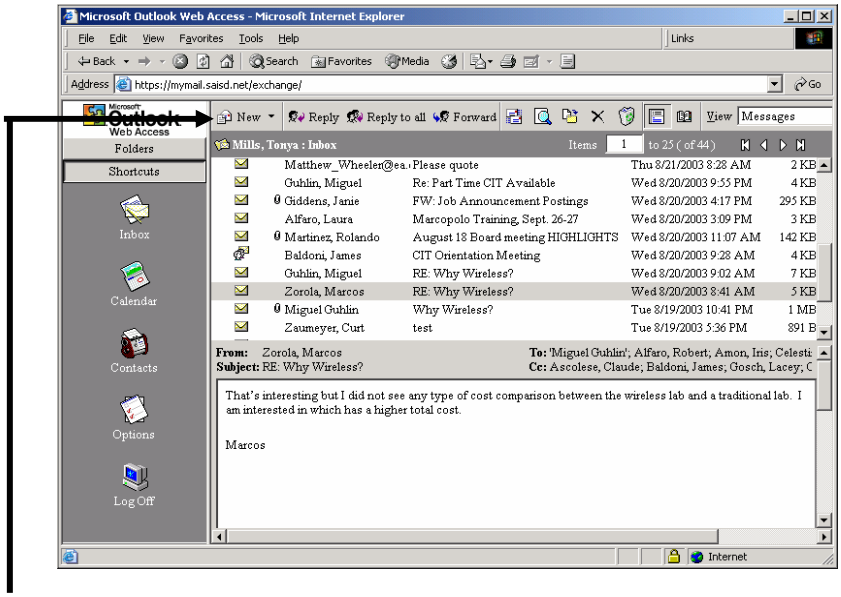
Working with messages
- Searching for a message 29
- Deleting a message 30
- Recover a message from the Deleted Items Folder 30
- Emptying the Deleted Items folder.....31
- Recover Deleted Items 31
- Saving a message to your computer 32
- Printing a message 32

Working with attachments
- Sending an attachment.....33
- Opening an attachment 34
- Common file extensions for attachments 35

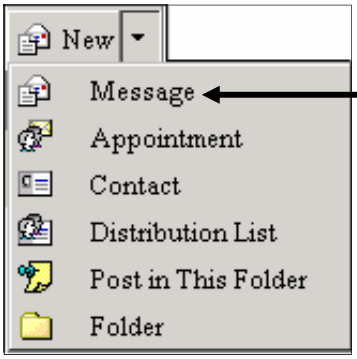
© SAISD/Office of Instructional Technology Services
http://itls.saisd.net/tli

How to create a new message

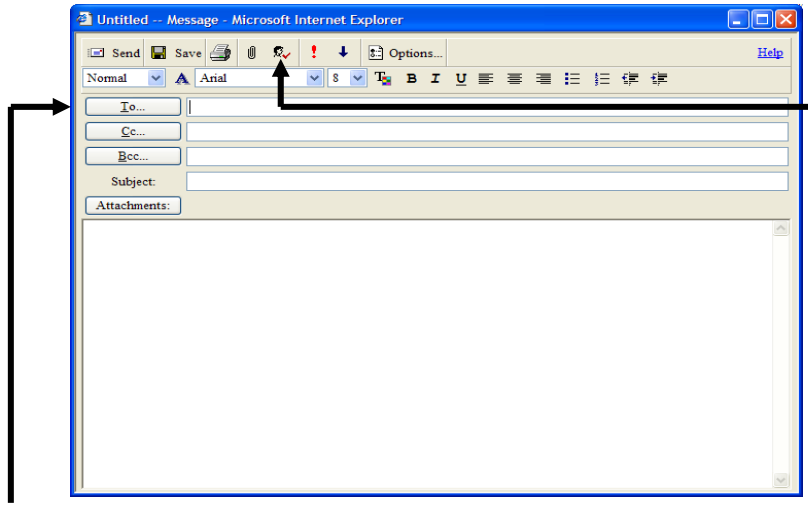
- New messages are created by using the New Message form.



[1] Click on the New button at the top of the window



[1] Click on Message from the drop-down menu

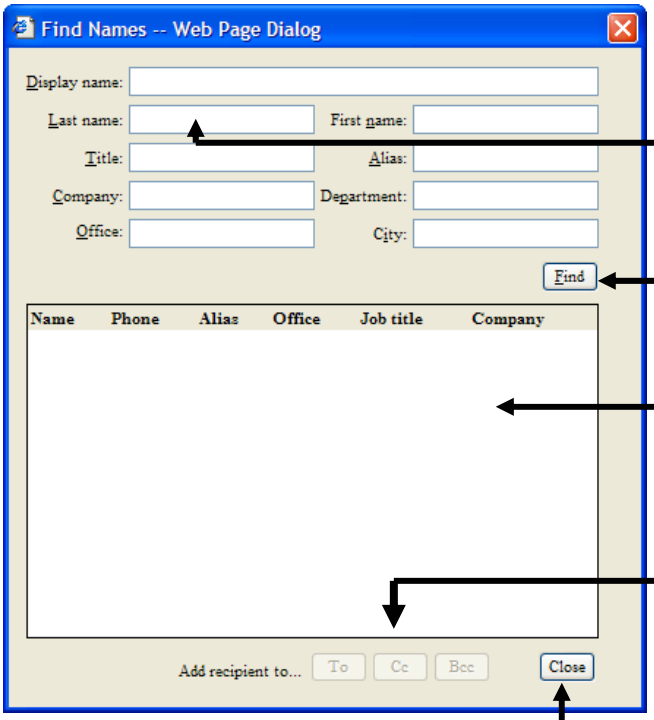


[2] Or,
You can type an Outlook user's name in the To: field, then use the Check Names button.

You can also type email addresses in the To field: i.e. dthomas@yahoo.com.

[1] Click the To button to bring up the Outlook address book.

This address book only shows the names of SAISD employees on Outlook.



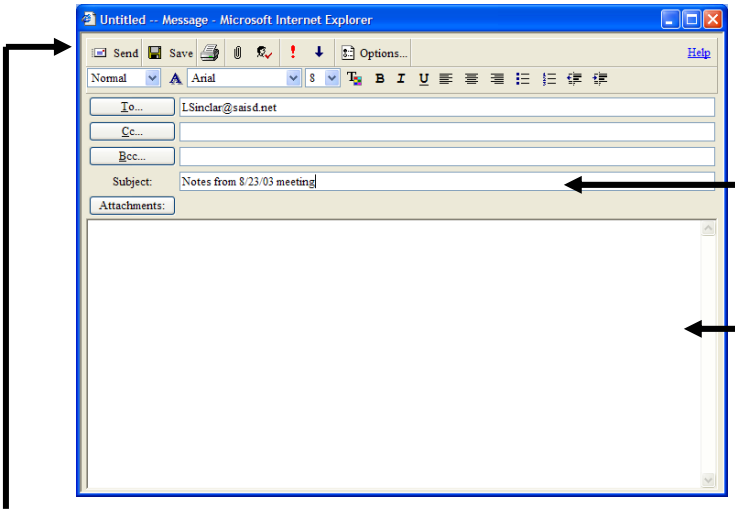
[1] Type the recipient's last name in the Last Name field.

[2] Click Find

[3] Select the correct recipient from the resulting list

[4] Click the **To**, **CC**, or **BCC** button to address the message. Repeat as necessary.

[5] Click the Closed button to close the address book.



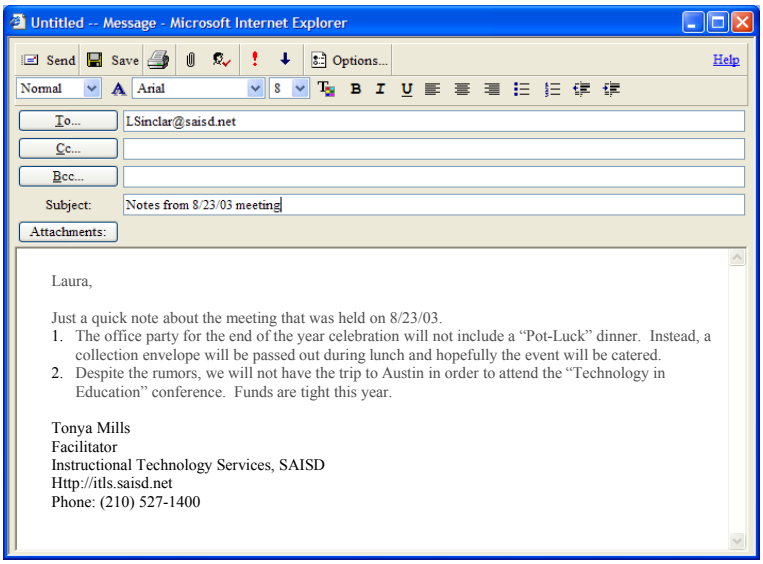
[1] Type your subject in the Subject field.

[2] Type your message.

[3] Click the **Send** button in the message window.

- An example of a completed message.
- For a business letter always sign your message using your personal message block.

Your Full Name
Business Title
Name of Organization/School/Office
Web page / E-mail address
Phone Number
Fax Number (if needed)



Important Inbox Items

- Please make note of the following information (as per Help Desk 9/26/03):

- Each person in allocated 50 mb of space for their Inbox, Sent and Deleted item folders.
    - This also includes any additional folders found in their Inbox.

- The maximum size for an attachment is 10 mb. If you choose to send anything more than that, the Outlook program will replace the item with a message that basically says the size limit on the attachment has been reached.

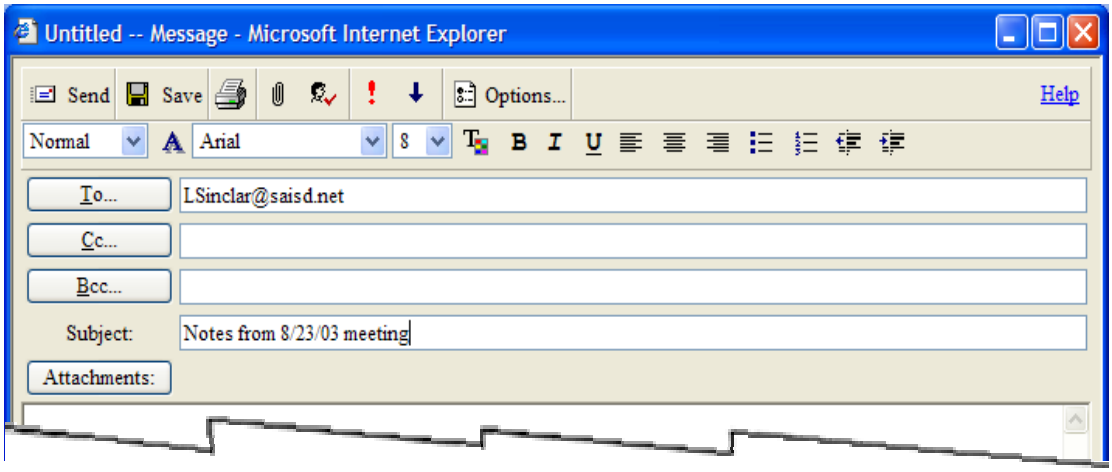
- If you are working with your regular MS Outlook account (the one found on your computer's desktop) you may find that certain messages will only show up in the MS Web Outlook's Inbox. This is because Web Outlook will only show the messages that still reside on the mail server and not the ones found on your personal folder (on your computer hard drive).

- It a teacher chooses to keep the regular Outlook, they will have to support it. The Helpdesk will only answer questions concerning the MS Web Outlook program.

- The regular version of MS Outlook will allow users to use they own stationary and images used as signatures. The MS Web Outlook program will not allow this function. Keep in mind the size limitations for your Web Outlook folders. Each attachment that you send will count against your size limitations. Remember a copy of a mail message (in its entirety) is also saved in the Sent Items Folder.

- In order to reduce the size of your account, delete or purge not only the Deleted Items folder, but also the Sent Items folder.

Important Inbox Definitions



TO: .....Sends the message to each person listed in the white field or the grey area above.

Cc: ..... Short for “Carbon Copy”. Sends a copy of the message to the people who are not directly involved, but would be interested in receiving a copy of the massage.

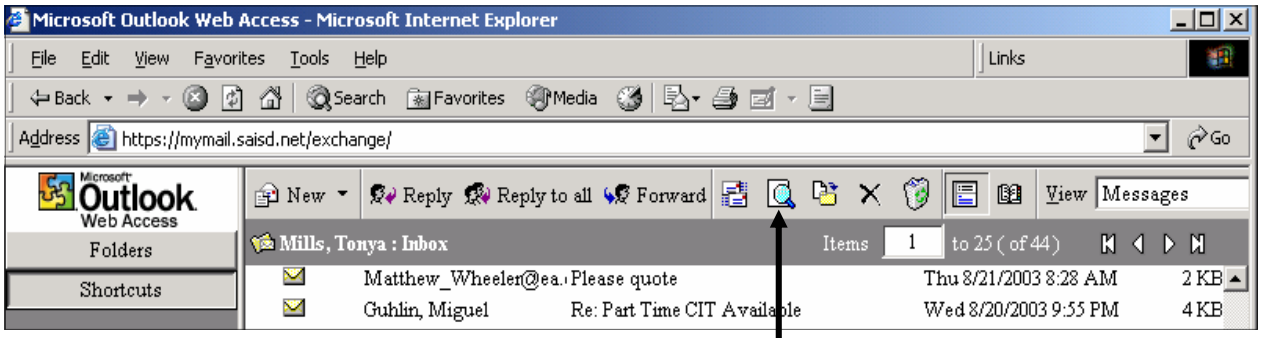
Bcc: .....Short for “Blank Carbon Copy”. Sends a copy of the message to recipients BUT their names will not appear in the list of recipients. Also each Bcc recipient will not be able to see the names of the others listed in the Bcc field.

Subject: ....Type a brief summary of the content of the message.

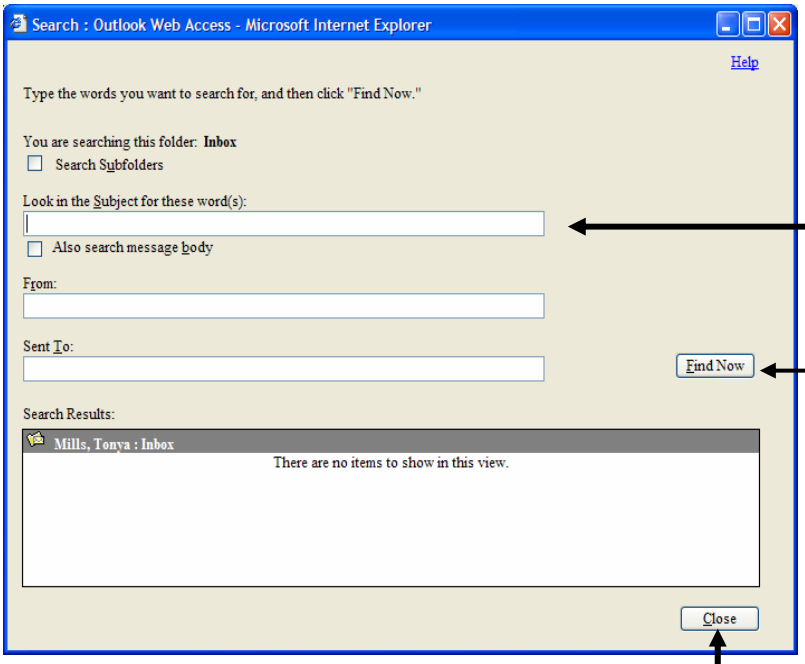
Attachments...Files that are sent to the recipient along with the e-mail message. You may attach several different types of files to a message, including MS Office documents, images/pictures, videos, movie files, sound files, and programs. The recipient's computer must have the necessary software/hardware installed to display or play the attached file.

Searching for a message

- Use the following window to search your folders and subfolders for certain words, addresses and subjects.



[1] Click the Search button



[1] Enter the search information in the Search window

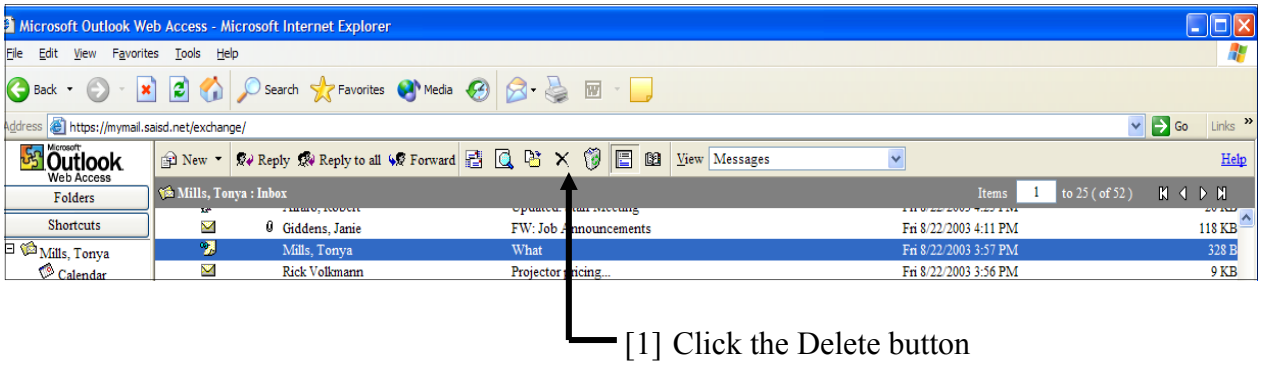
[2] Click Find Now

[3] Double-click the desired message in the Search Results pane.

[4] Click Close to exit

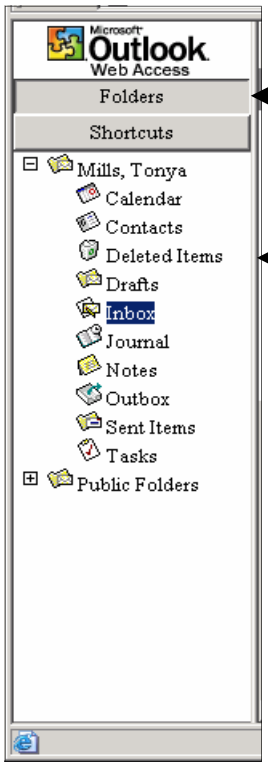
Deleting a message

- Select or open the message to delete.



Recover a Message from the Deleted Items Folder

- Items that are deleted for all folders will end up in the Deleted items folder



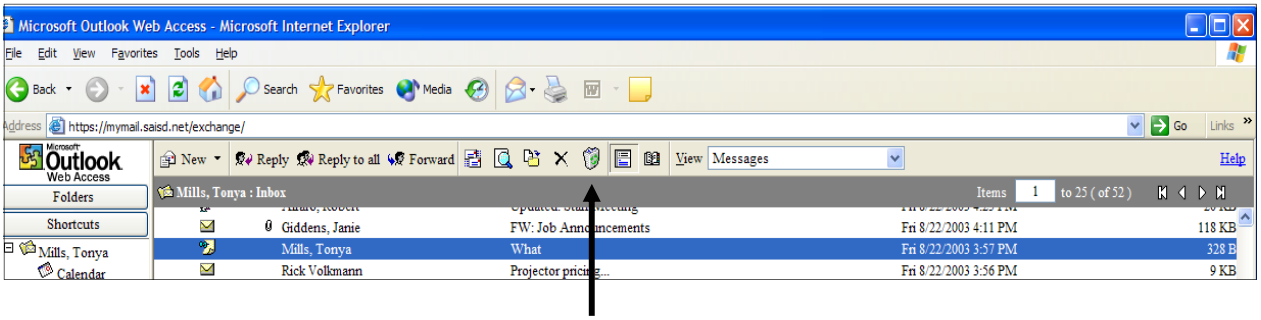
[1] Click on the Folders button in Outlook Bar

[2] Click on the Deleted Items folder

From the Work Area, select the message you want to retrieve and drag the message to your Inbox folder.

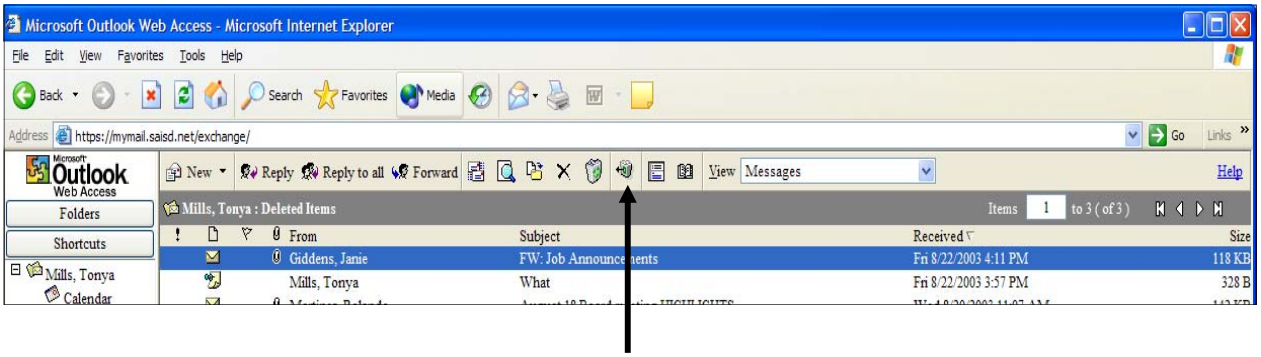
Emptying the Deleted Items folder

- It is very important to frequently empty your Deleted Items folder. Items in the Deleted Items folder are still on the server and are taking up space.
- If your mailbox becomes too full, you will receive a message telling you that you've reached the size limit on your mailbox.
- When this happens, you will need to delete old mail items before you will be able to receive any more mail.



[1] To empty the Deleted Items folder, click on the Empty Deleted Items button.

Recover Deleted Items



[1] Go to the Deleted Items folder in the Folders view

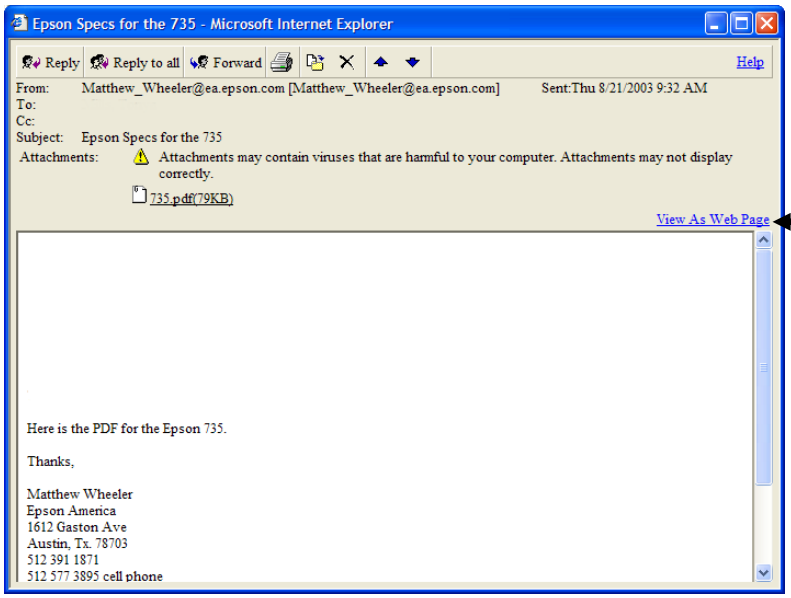
[2] Click on the Recover Deleted Items button

In the window that opens, choose the message to recover and press Recover

[3] To permanently delete a message, choose Permanently Delete

Saving a message to your computer

- Double click to open your desired message



[1] Click on View as Web Page

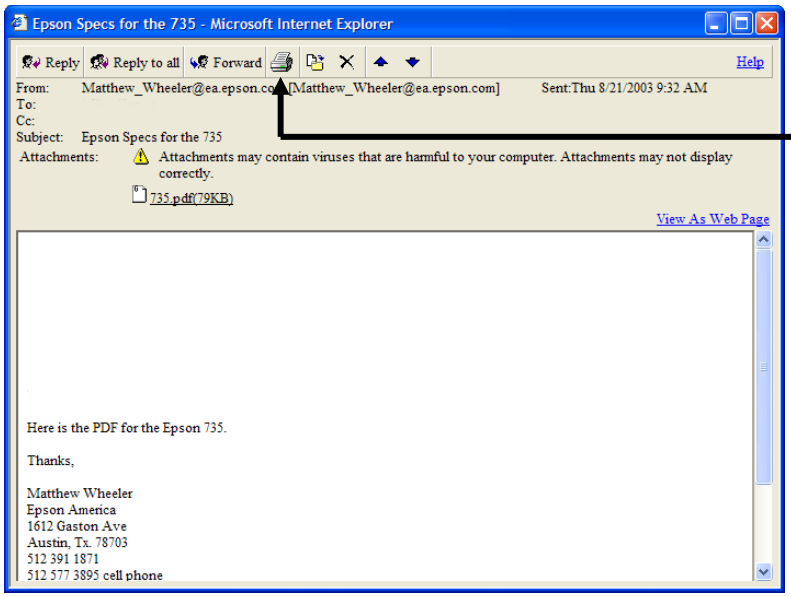
When the browser window opens, choose File, Save As

Navigate to the folder you want to save your messages in, choose a file name and type.

[2] Or, your may also right click on the name and choose the option of Save Target As.

Printing Messages

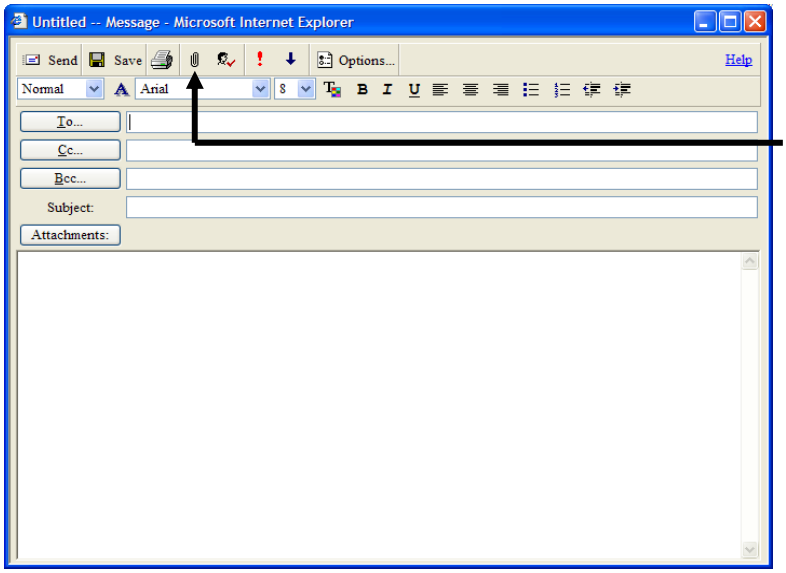
- Double click to open your desired message



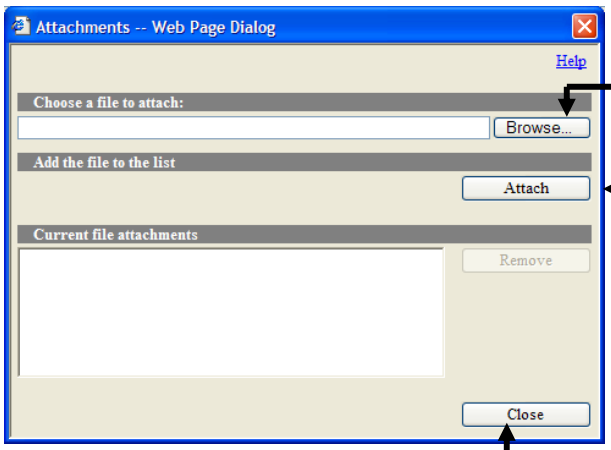
[1] Click the Print button

Sending an Attachment

- Create a new mail message.



[1] Select ***Insert Attachment*** button on the Toolbar



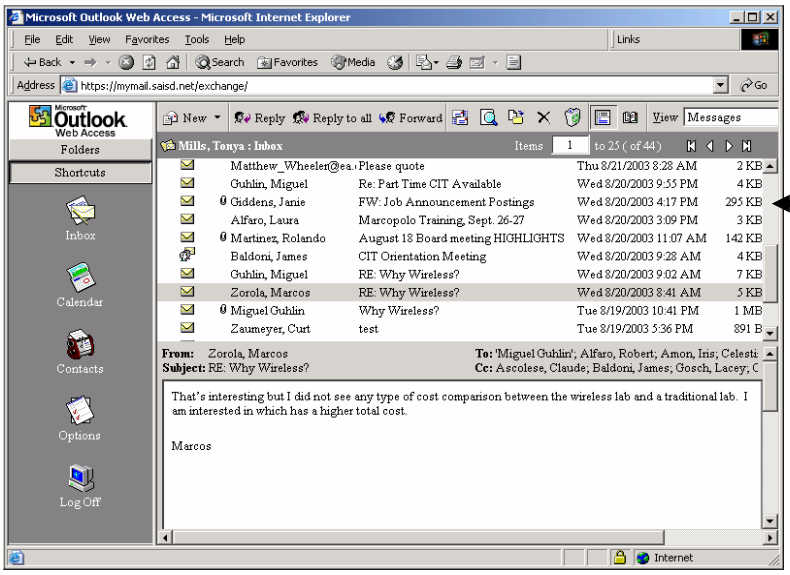
[1] Browse to and select the file

[2] Browse to and select the file
Repeat as necessary

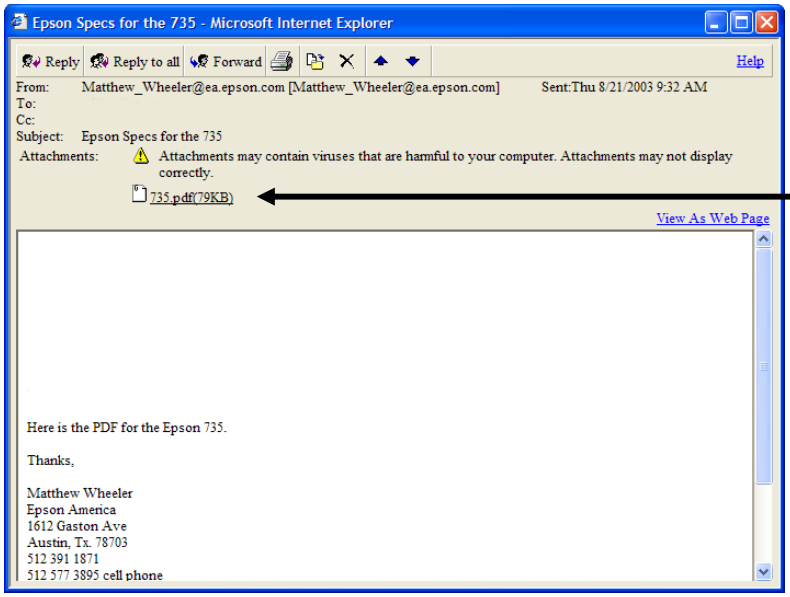
[3] Close to return to your message

Opening an Attachment

- Find a message with an attachment



[1] Double-click to open a message with an attachment.



[1] Click on the underlined attachment.

Some attachments will open in the browser window.

Some attachments will save to the hard drive first. Right-click on the link and choose Save. (Mac users click and hold on the link.)

Common file extensions for attachments

- Below are some file extensions used by programs supported by the SAISD district.
- When sending an attachment, make sure the file extension is included in the file name. If the extension is not included, the recipient's computer will not be able to open the file. *(Without going through the process of assigning a program that may or may not open the file correctly.)*

MS Office Suite programs:

MS Word	.doc - Document	.dot - Template
	.ecc - Exclusion Dictionary	.gly - Glossary
MS Excel	.xlb - Excel File	.xlc - Chart
	.xls - Workshop	.xlt - Template
	.xlw - Workspace	
MS Access	.mdn - Blank Database Template	
	.mde - Database File	
	.mdb - Database/Application	
MS Power Point	.pdi - Power Point File	.pot - Template
	.pps - Slideshow	.ppt - Presentation
MS Publisher	.pub - Document	.bdr - Border
Picture Files	.bmp - Bitmap Graphics	
	.tif - Tagged Image Format File	
	.png - Public (Portable) Network Graphic	
	.jpg - JPEG Image	
	.gif - Graphic Interchange Format	
Movie Files	.avi - Audio video Interleave Files	
	.mov - QuickTime Video Clip	
Sound Files	.mid - MIDI Files	
	.wav - Sound files	

Chapter 3 - Options in Web Outlook

Topics Page

Message Options
- Formatting a message 38
- Changing your message options 39

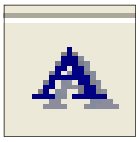
Other Options in Web Outlook
- Using the Outlook Assistant 40
- Turn off Out of Office Assistant 40
- E-mail Options 41
- Reminder Options 41

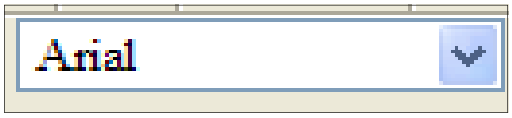
Working with your Password
- How to change your password 42-43

© SAISD/Office of Instructional Technology Services
http://itls.saisd.net/tli

Formatting a Message

- You have several options for customizing individual messages, font type, size, and color, other formatting.


Font Dialog Button.....Allows you to choose font, font color, font size and other formatting options for your message.



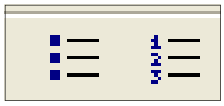
Font List .....Choose a font for your message

Font Size .....Choose a size for your font.

Font Color.....Choose a font color for your message

Formatting icons .....B old, Italic and Underline

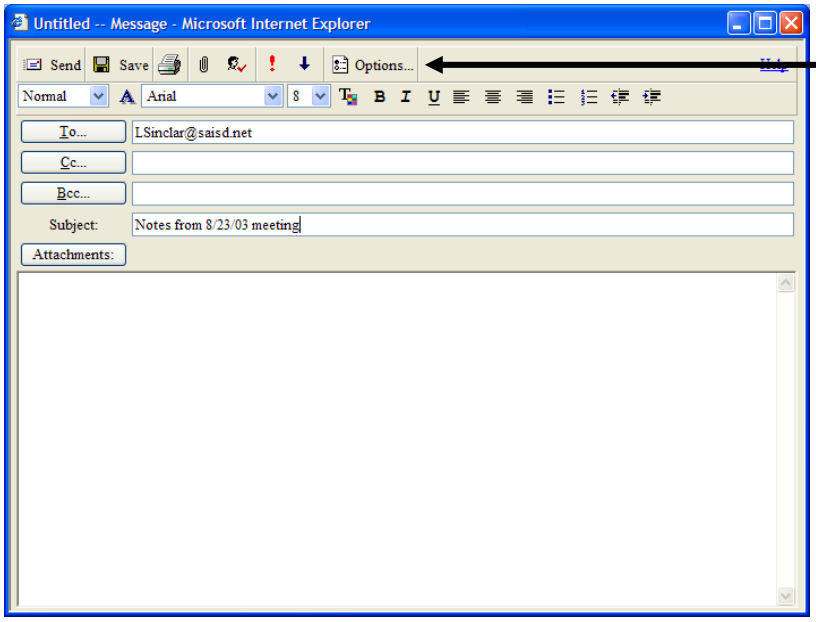
Alignment Icons .....Left, Center, Right alignments


Indents.....Bulleted and Numbered List

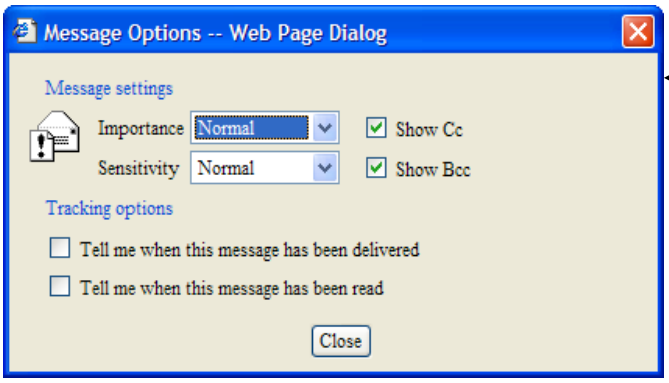
Changing your message options

- Messages can be sent with different levels of importance and sensitivity. You can also Track a message and tell when others have received it and when they've opened and read it.

- All options must be set before the individual message is sent.

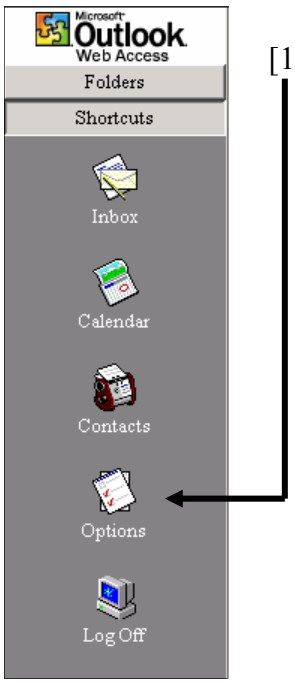


[1] Inside your message, click the Options button

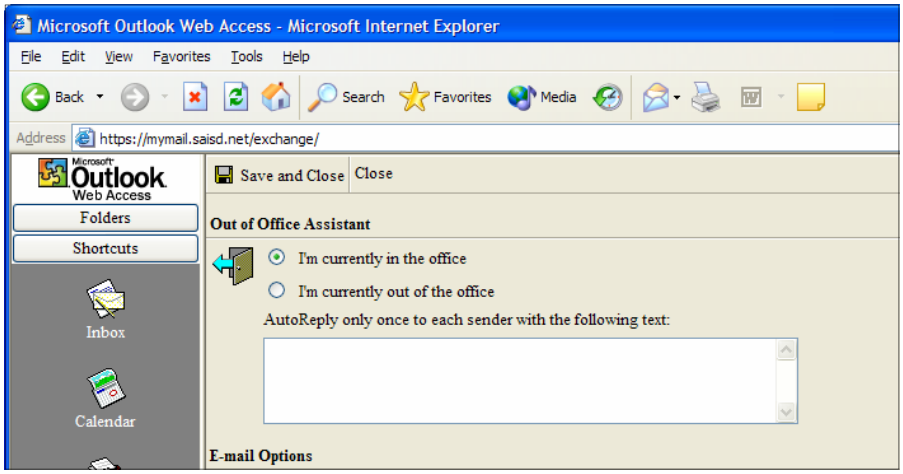


[1] Select the desired options for the message

Using the Out of Office Assistant



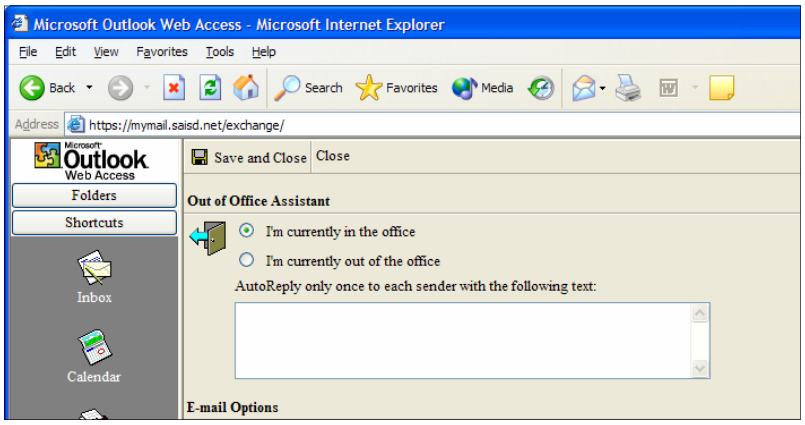
[1] Click Options—Out of Office Assistant



[1] Check I am currently out of the office and type in your auto-reply message

[2] Click Save and Close

Turn off Out of Office Assistant



[1] Click Options—Out of Office Assistant

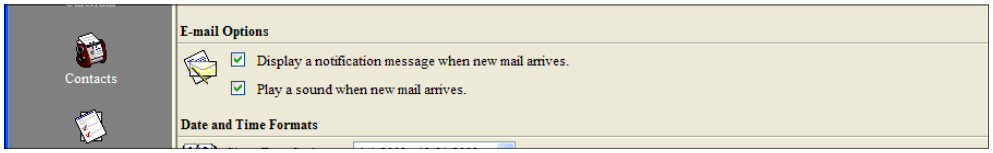
[2] Check I am currently in the Office

[3] Click Save and Close

E-mail Options

- You must be logged on to Outlook for these notifications to appear

[1] Click Options



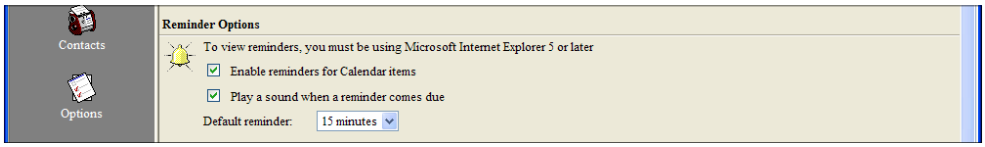
[1] Choose Display notification if you'd like a small popup window to appear when you have new mail

[2] Choose Play a sound if you'd like a chime to sound when you have new mail.

Reminder Options

- You must be logged on to Outlook for these notifications to appear

[1] Click Options



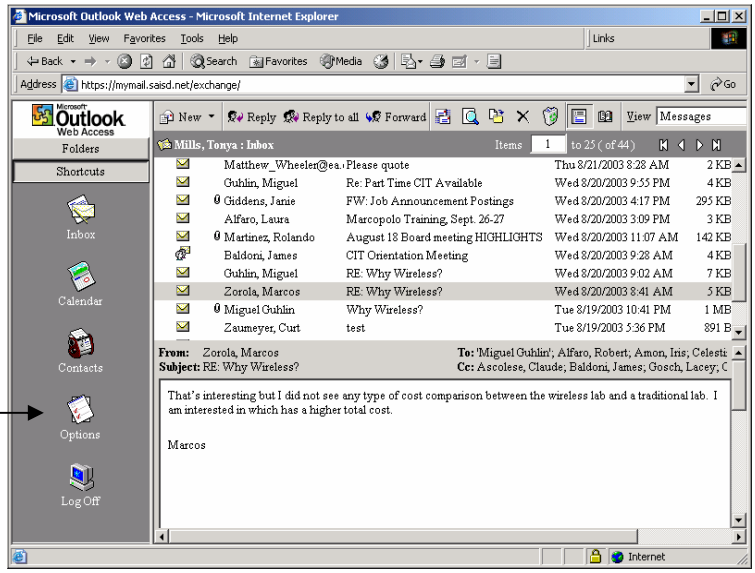
[1] Click Enable Reminders for Calendar Items to be reminded of appointments with a pop-up window.

[2] Click Play a Sound when a reminder comes due to hear a chime when an appointment is due.

Working with your Password

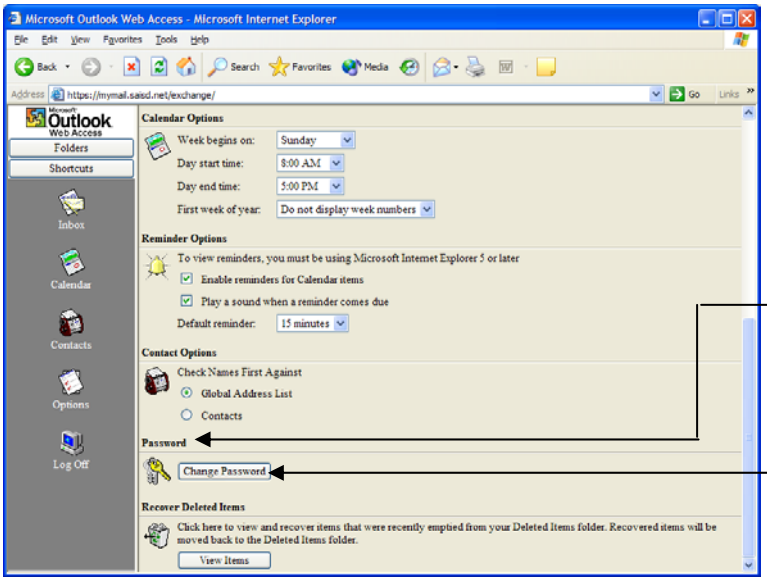
How to change your password

- Make sure you are in the Shortcuts view



[1] Click Options

- Your view should change to the Web Outlook Options window (in the Work Area)



[1] Scroll down and find the Password header

[2] Click Change Password

- The IIS—Authentication Manager window should open.

[2] Click OK

[1] In this window, type:

Domain: saisd
Account: User Name
Old Password: current password
New Password: desired password
Confirm New Password: desired pass-

Chapter 4 - Working with Others

Topics Page

Working with Contacts
- Adding new contacts....46
- To find a contact....47
- Send a message to a contact....48
- Delete a contact....49

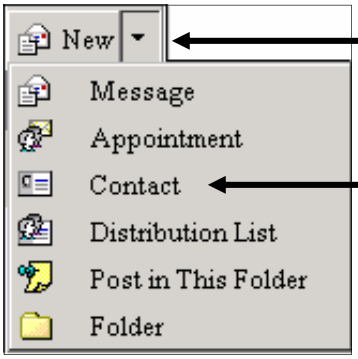
Working with Distribution List
Creating a Distribution List....50-51
Send a message to members of a Distribution List52-53
Working with the calendar
- Date Navigator....54
- Selecting a View....54
- Creating appointments....55-56
- Creating recurring appointments....56-57
- Planning a meeting....58-59
- Reschedule a meeting....59-60
- Cancel a meeting....61
- Replay a meeting request....62

How to Forward e-mail from your Staff mail account63-65
How to Log Off your account....66-67

Working with contacts

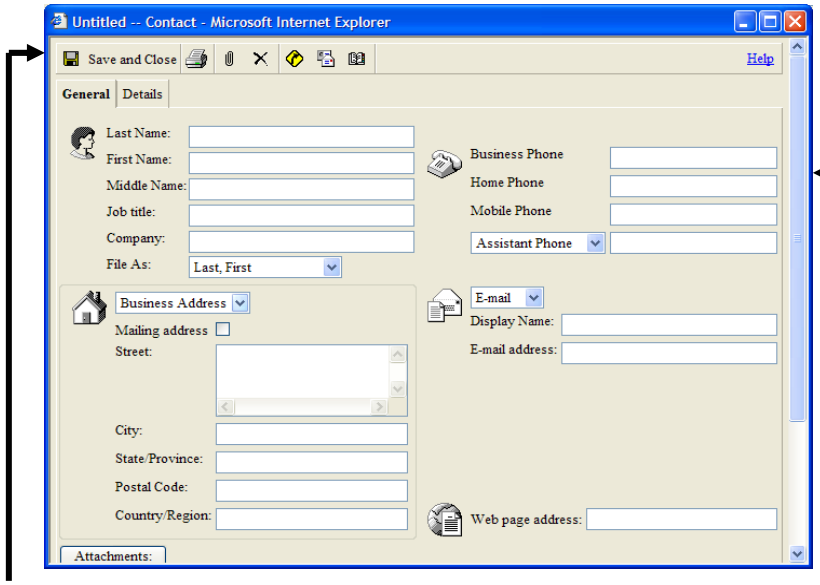
- Contacts are personal addresses you can modify.

Adding new contacts



[1] Click on the downward-pointing triangle next to New on the Toolbar

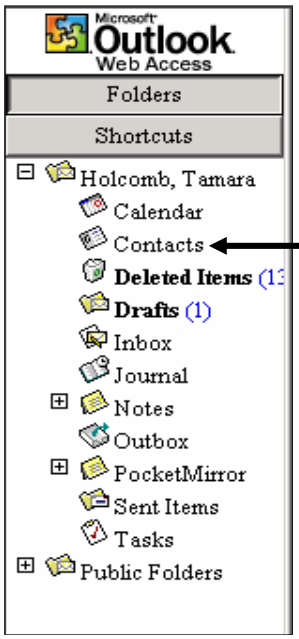
[2] Choose Contact



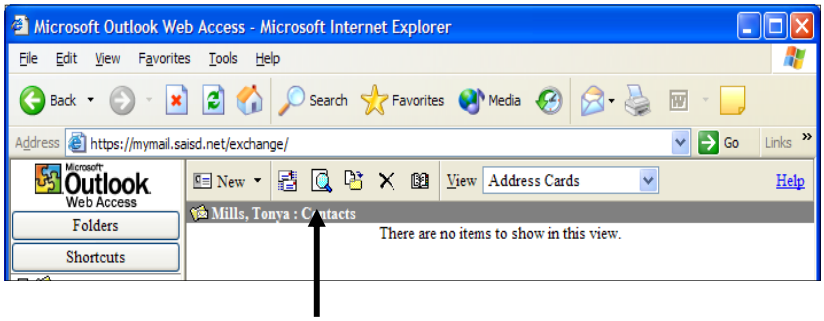
[1] Fill in the details

[2] Click Save and Close

To find a contact



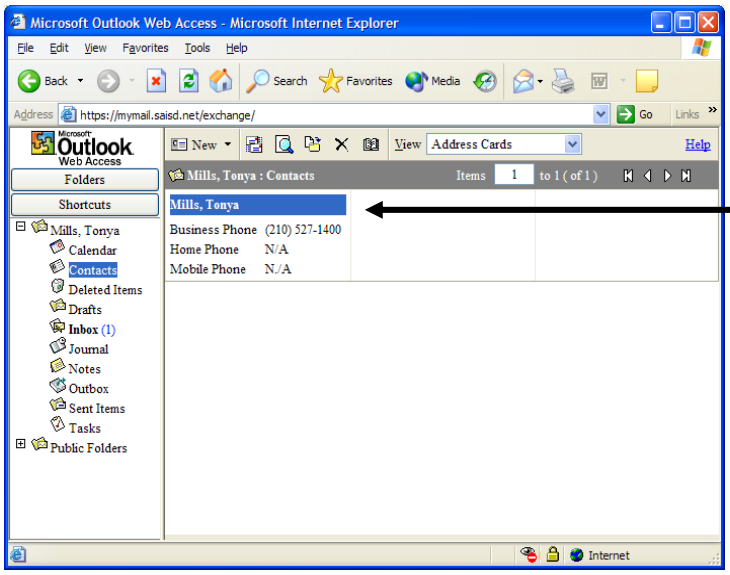
[1] Select Contact on the Toolbar



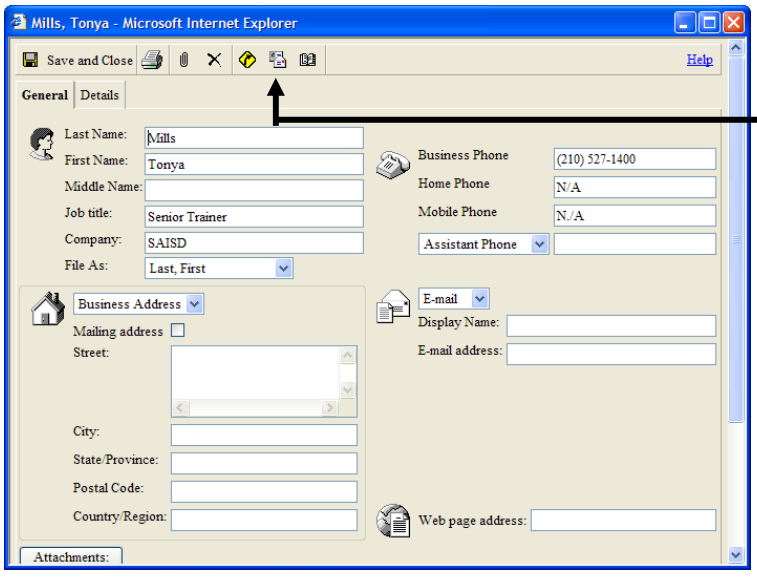
[1] In the Contacts window, choose the Search button.

Enter search word or phrase, then click Find Now

Send a message to a contact



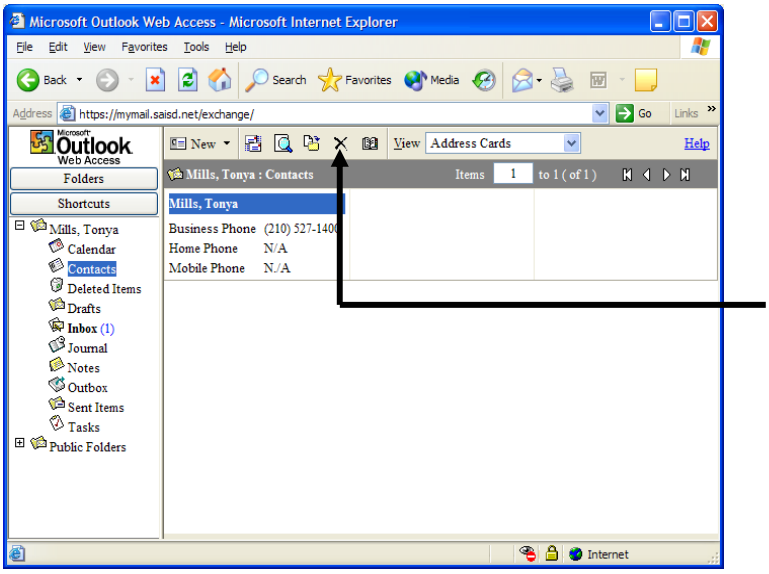
[1] Double click on the contact to open in the Contact Window



[1] Click the Send Mail to Contact button

Type message and subject and click Send

Delete a contact



[1] Select a contact

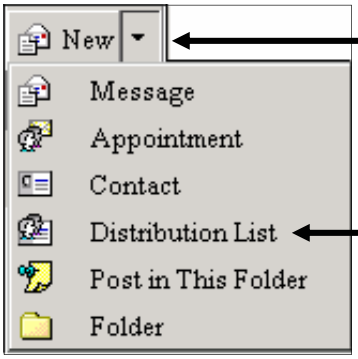
[2] Click once on the Delete button

Note: This will IMEDIATELY delete your contact. You will not receive a warning dialog box.

Working with Distribution List

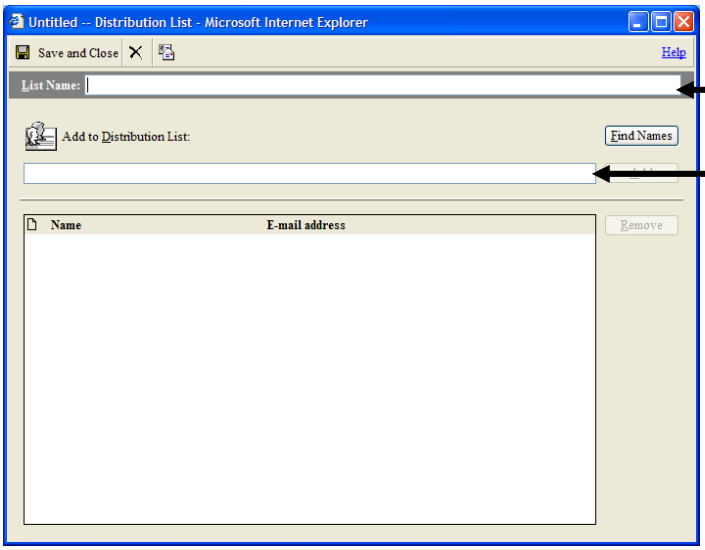
- Distribution lists allow you to send a piece of e-mail to several people at once.

Creating a Distribution List



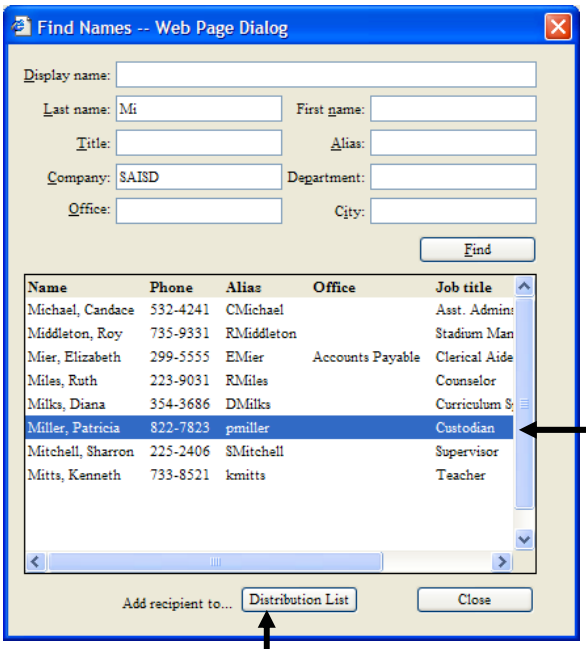
[1] Click on the downward-pointing triangle next to New on the Toolbar

[2] Choose Distribution List



[1] Type a name for your list.

[2] Type an email address or click on Find Names to bring up the Outlook Address book.

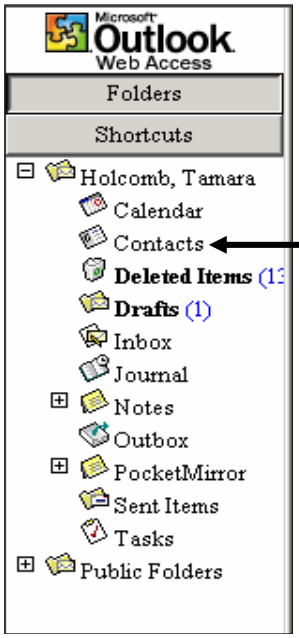


[1] Find the person in the Address book and select them in the resulting list.

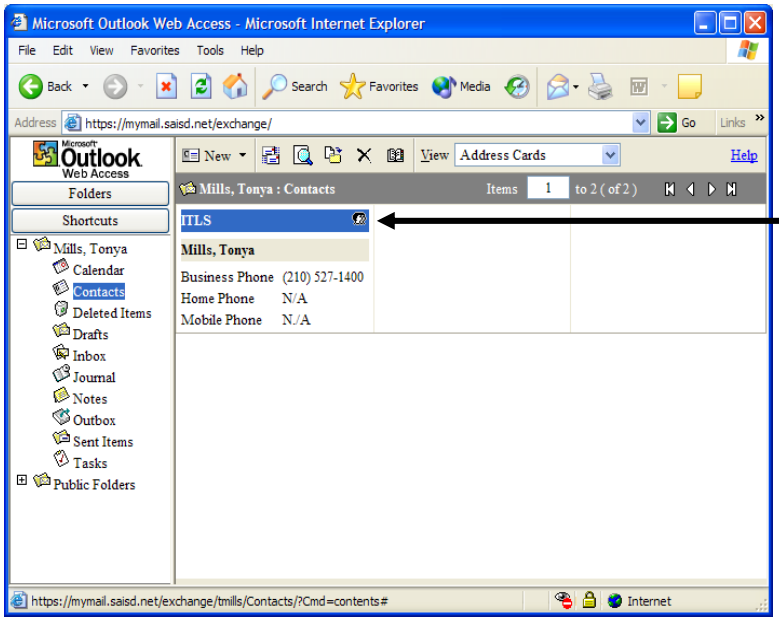
[2] Click on Add to Distribution List

Continue to add people to your list. Click Close to close the address book

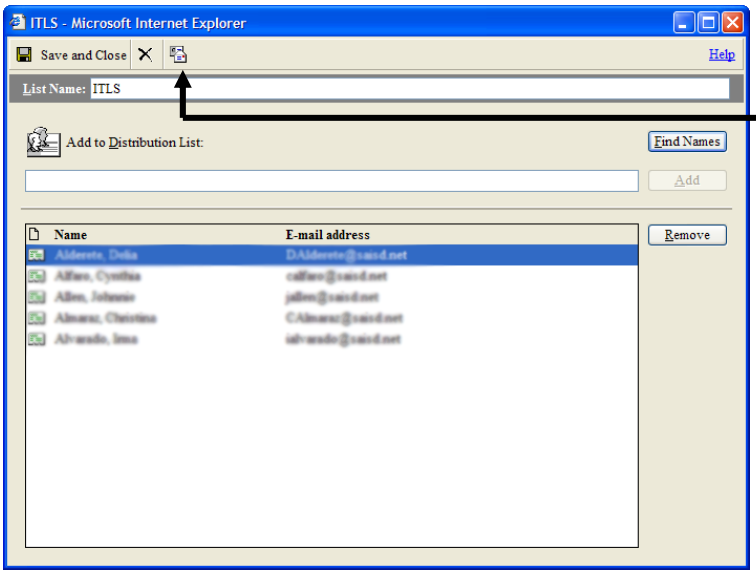
Send a message to members of a Distribution List



[1] Select Contact on the Toolbar



[1] Double click on the Distribution list



[1] Click the Send Mail to List button

Type your subject and message and click Send

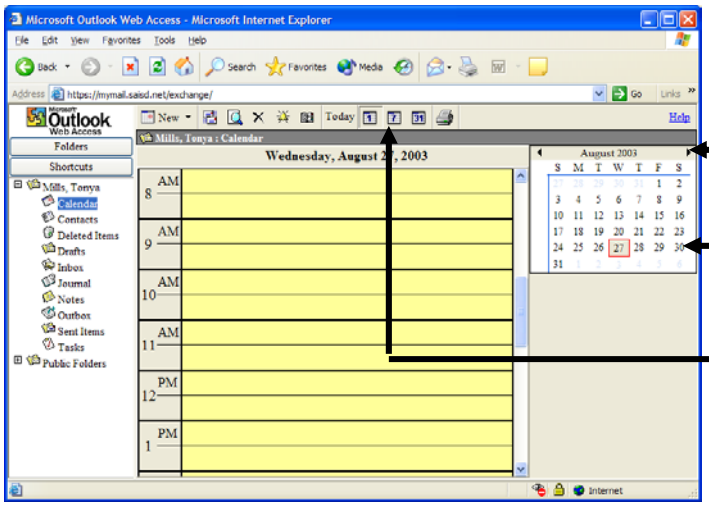
Type message and subject and click Send

Working with the calendar

- The Calendar option allow you to arrange your schedule and create meetings

Date Navigator

- Use to select a specific date (dates with scheduled items are in Bold)
- Today's date is outlined in Red.



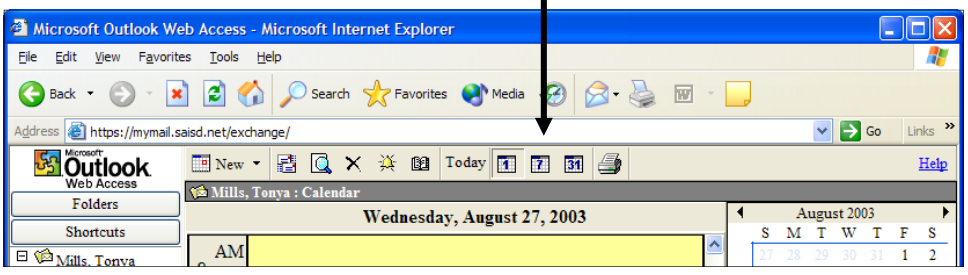
[1] Use the left and right arrows to go to a different month

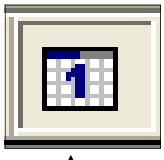
[2] Click anywhere on the calendar to select the desired date

[3] Return to the current date from any month on the calendar by

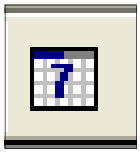
Selecting a View

- To change your views, click on the view buttons located on the main toolbar at the top of the window.





[1] Click to view the by date

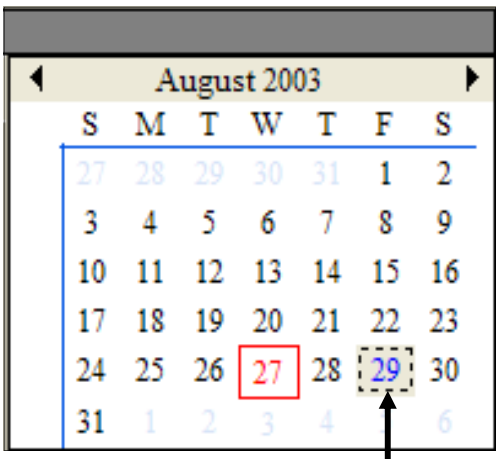


[1] Click to view the by week

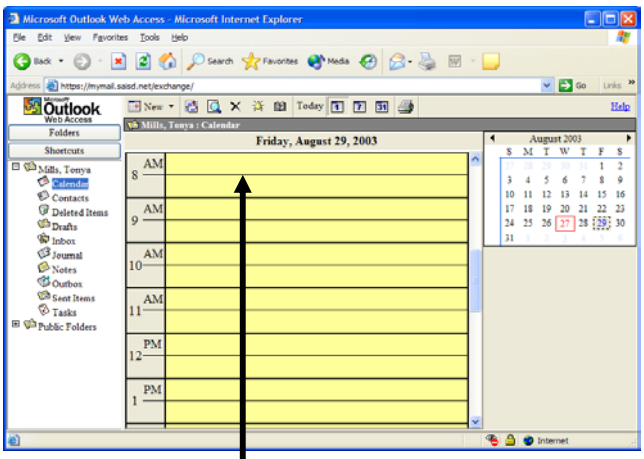
[1] Click to view the by date

Creating appointments

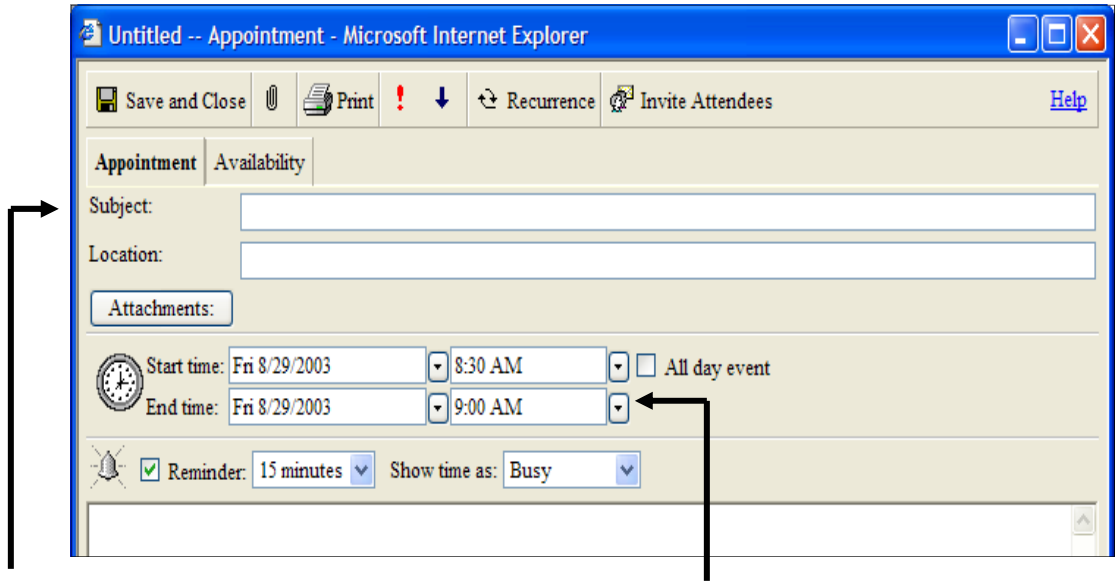
- An appointment is an activity for a specific duration.



[1] Using Date Navigator, select the day for appointment

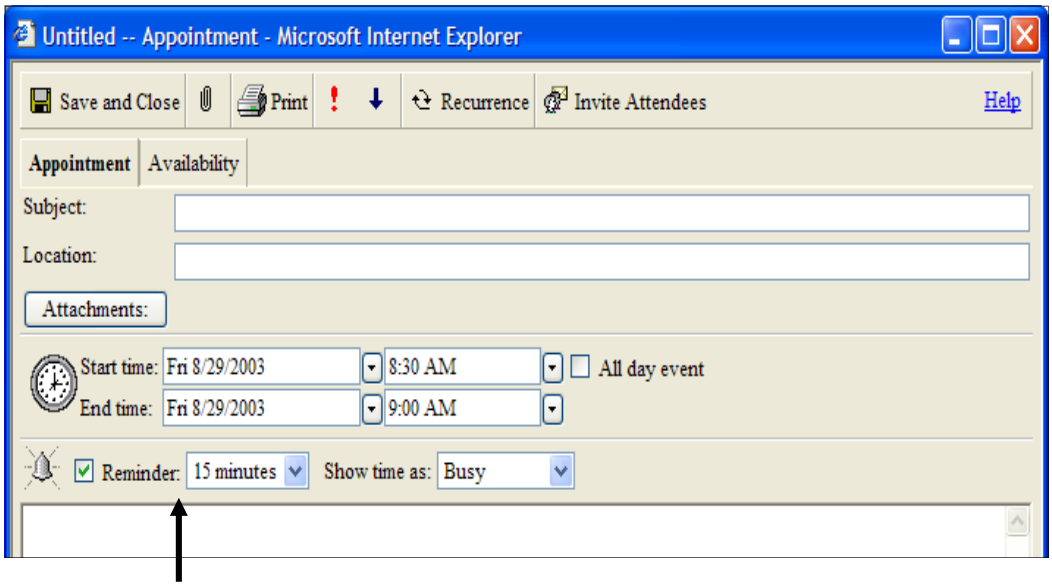


[1] Double click on the desired start time



[1] Enter the Subject and Location information

[2] Enter the end time to change the default time

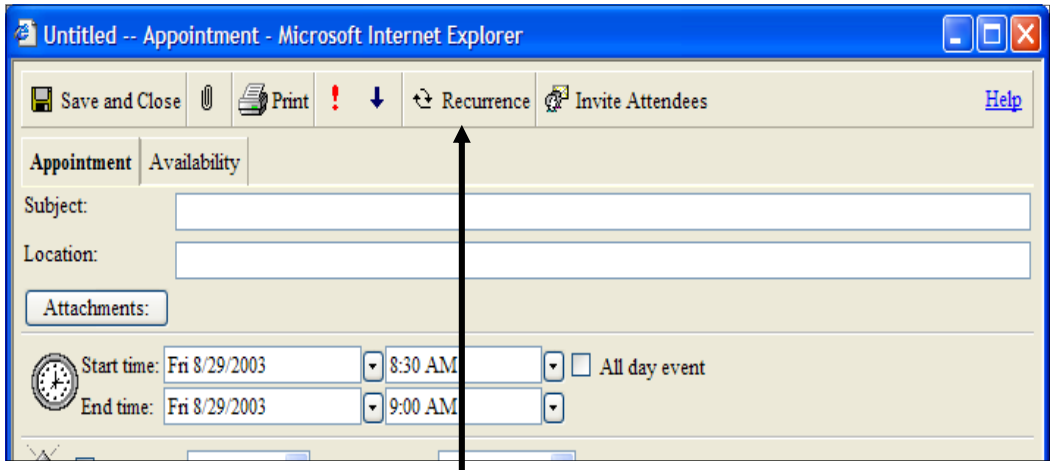


[1] Select any other options desired

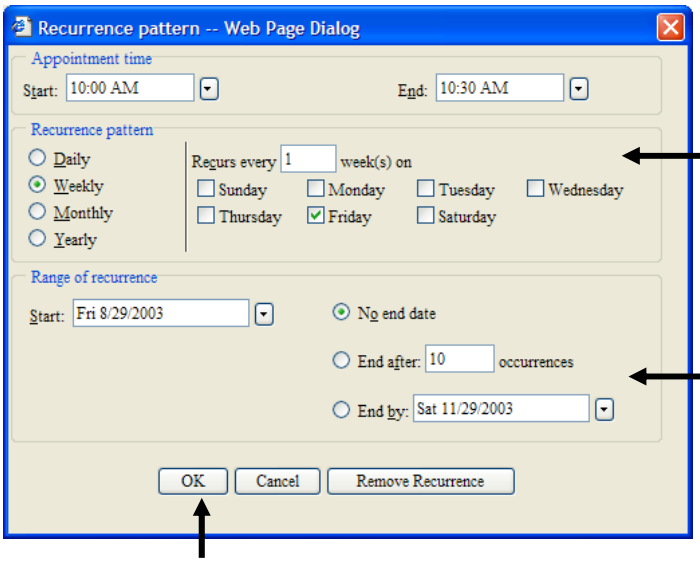
[2] Select Save and Close

Creating recurring appointments

- Create a new appointment



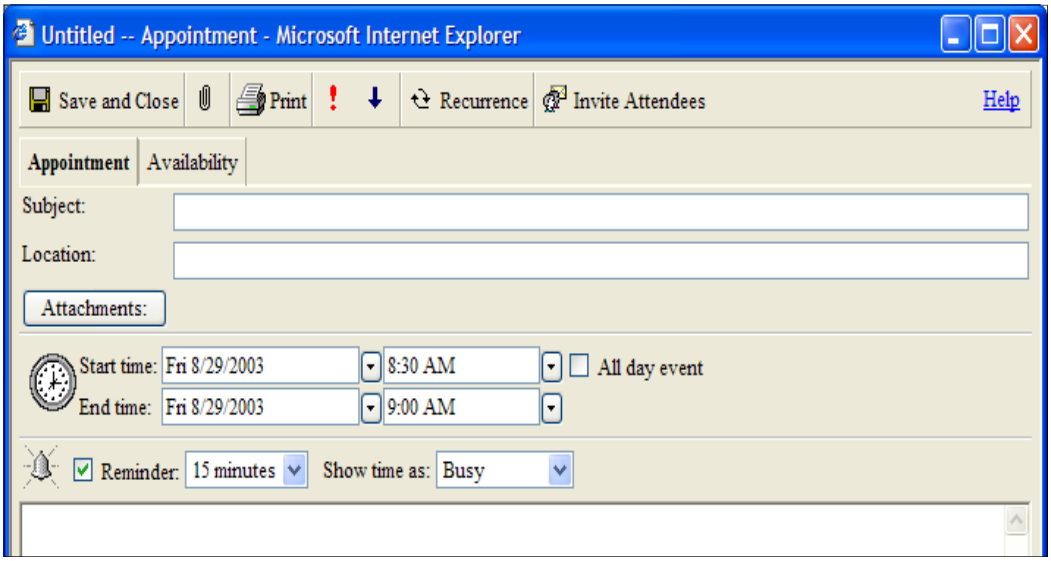
[1] Select the Recurrence button on the Toolbar



[1] Select the Recurrence Pattern (Daily, Weekly, Monthly or Yearly) of appointment

[2] Select options for Recurrence Pattern

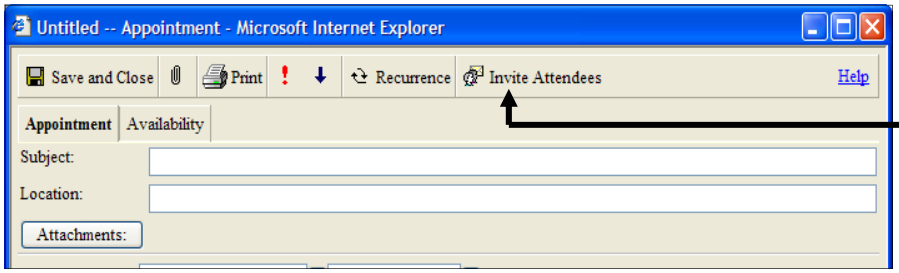
[1] Select OK



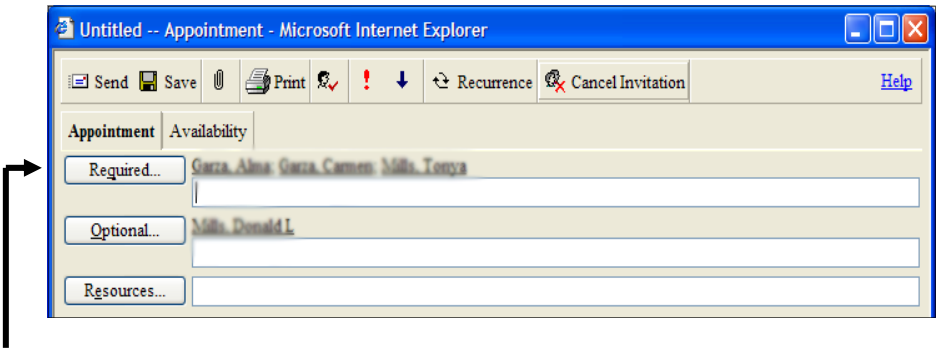
[1] Select Save and Close

Planning a meeting

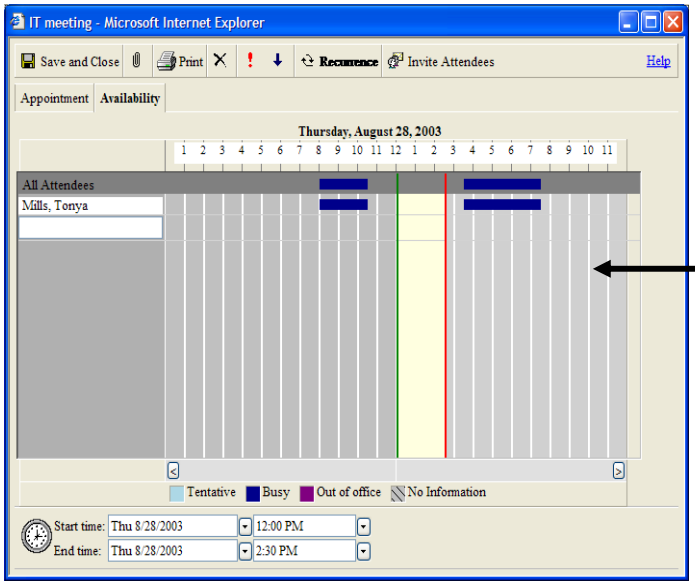
- Meeting Planner shows free/busy time for people and resources to plan a meeting
- Create a new appointment



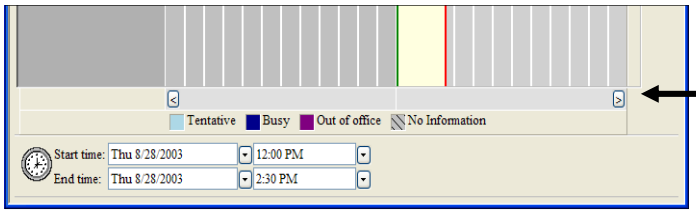
[1] Select Invite Attendees button on the Toolbar



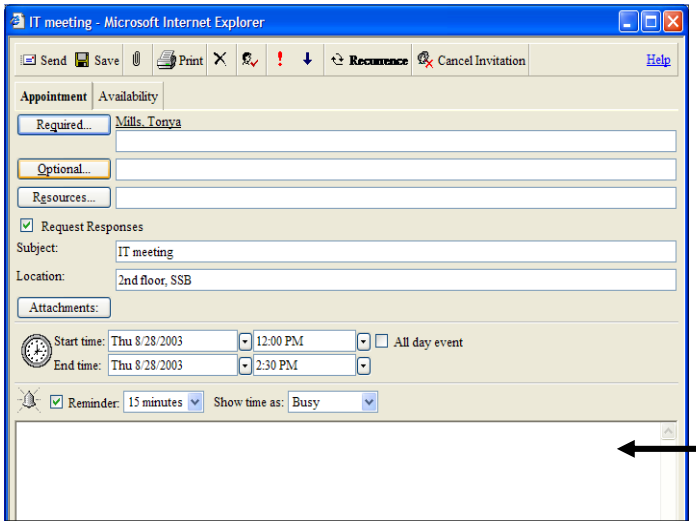
[1] Click Required to bring up the address book and select required attendees.



[1] Check Availability to check attendees Outlook calendars for conflicts. The grid on the right will show free and busy times for each attendee



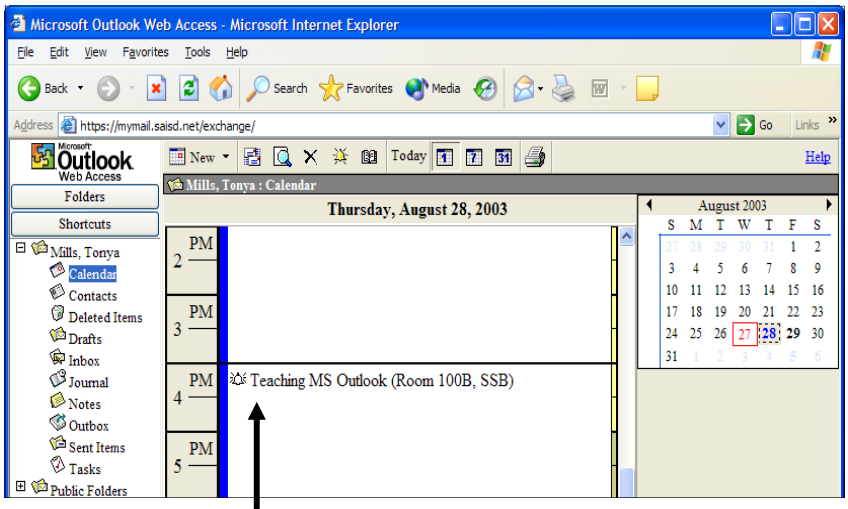
[1] To change the day and time, use the scroll bars



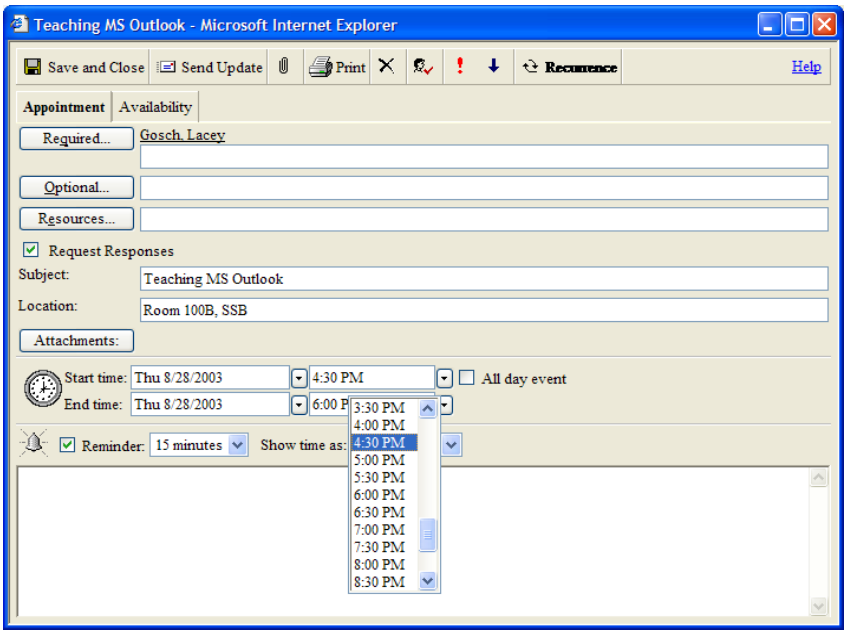
[1] Fill in other meeting information as appropriate

[2] Click Send

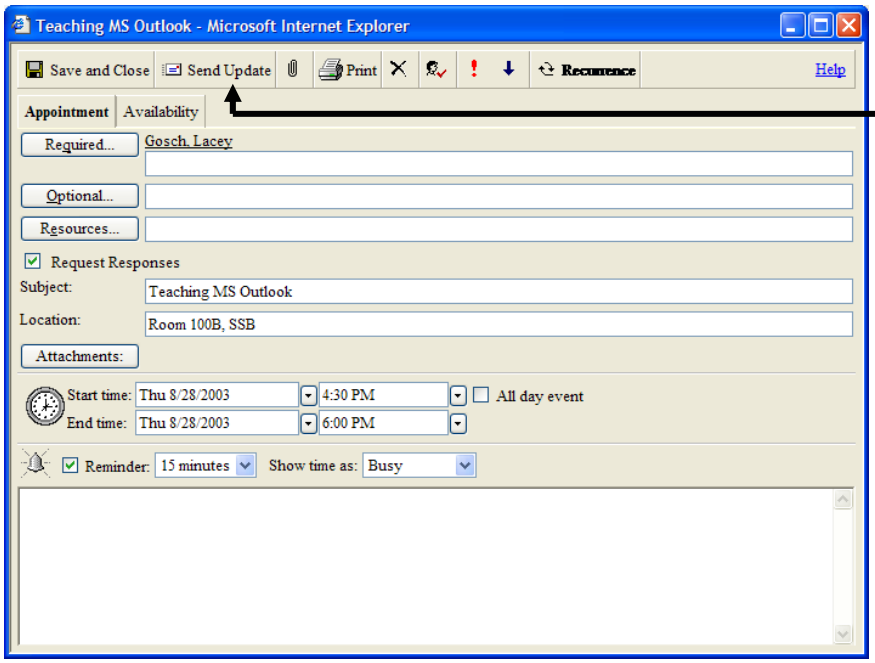
Reschedule a meeting



[1] Double click on meeting in the Calendar

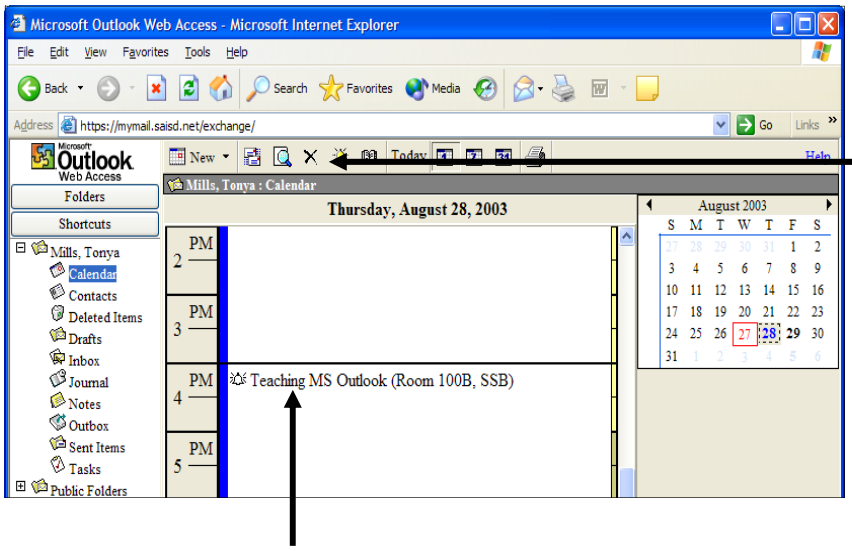


[1] Change the meeting time and date, save and close



[1] Select Send Update button on Toolbar, save and close

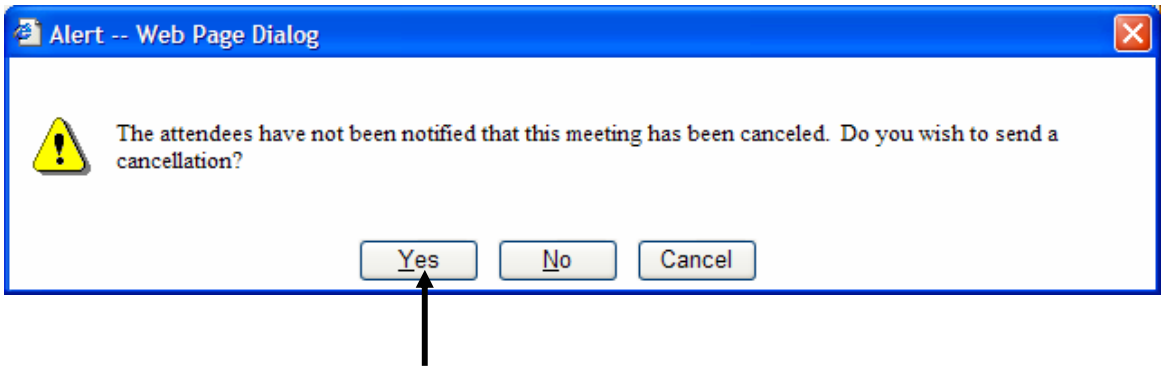
Cancel a meeting



[2] Press the Delete key

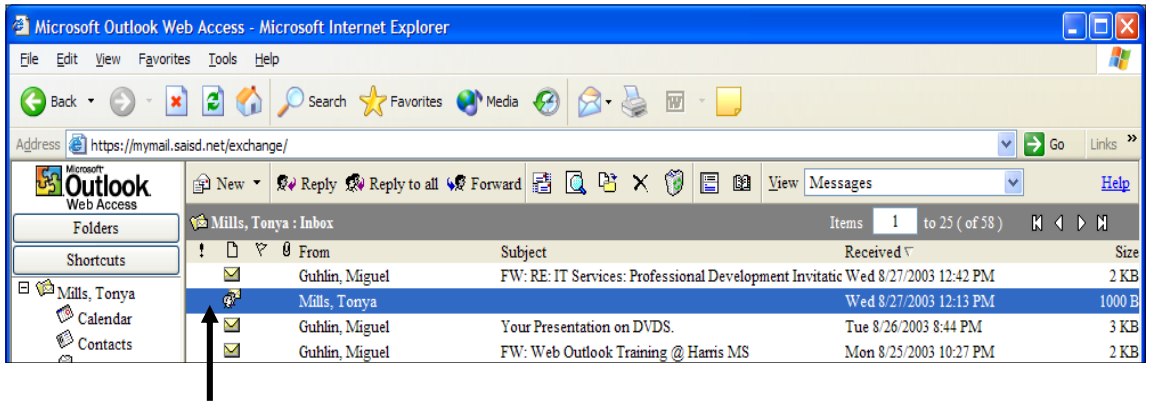
[1] Go to the calendar and select a meeting

- The Alert dialog box will open.

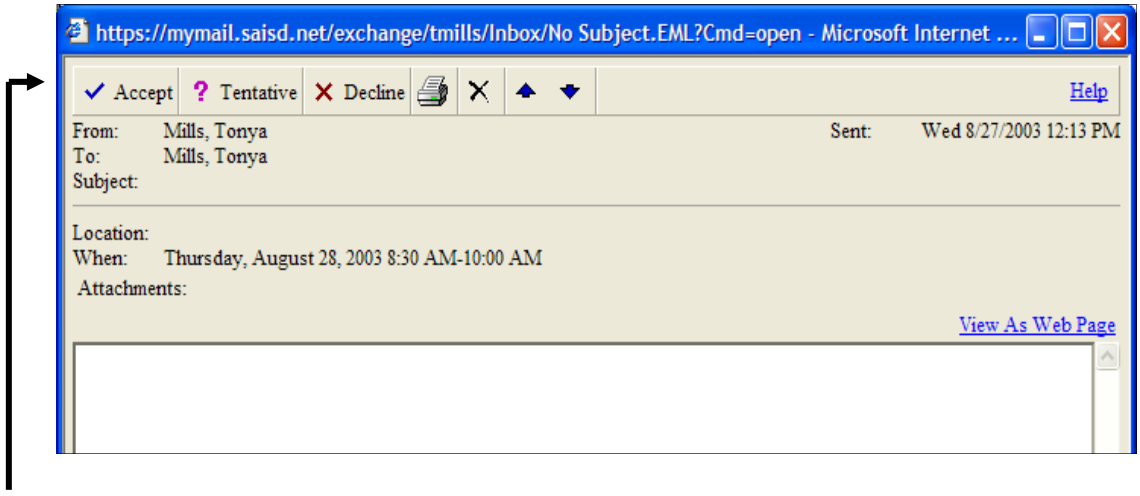


[1] Select "Yes, you want to notify attendees"

Reply to a meeting request



[1] Open a request from the Inbox



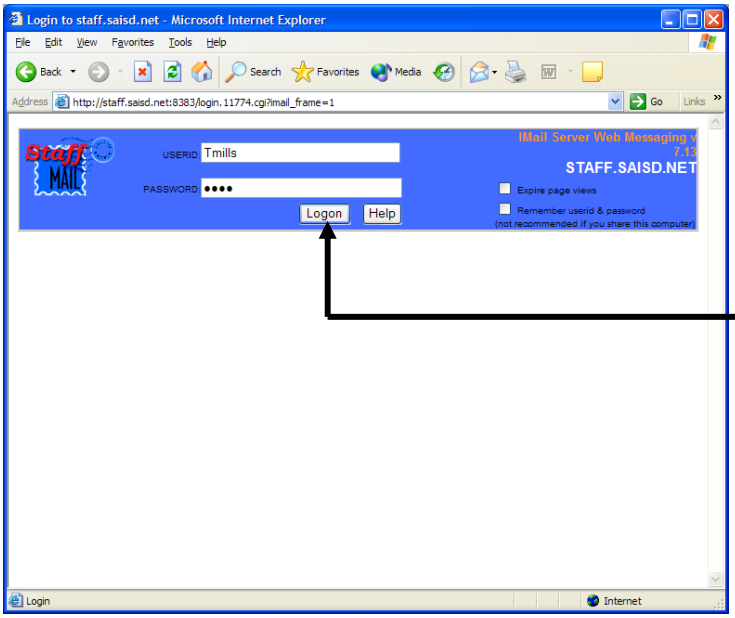
[1] Select either Accept, Tentative, or Decline on the Toolbar

How to Forward e-mail from your Staff mail account

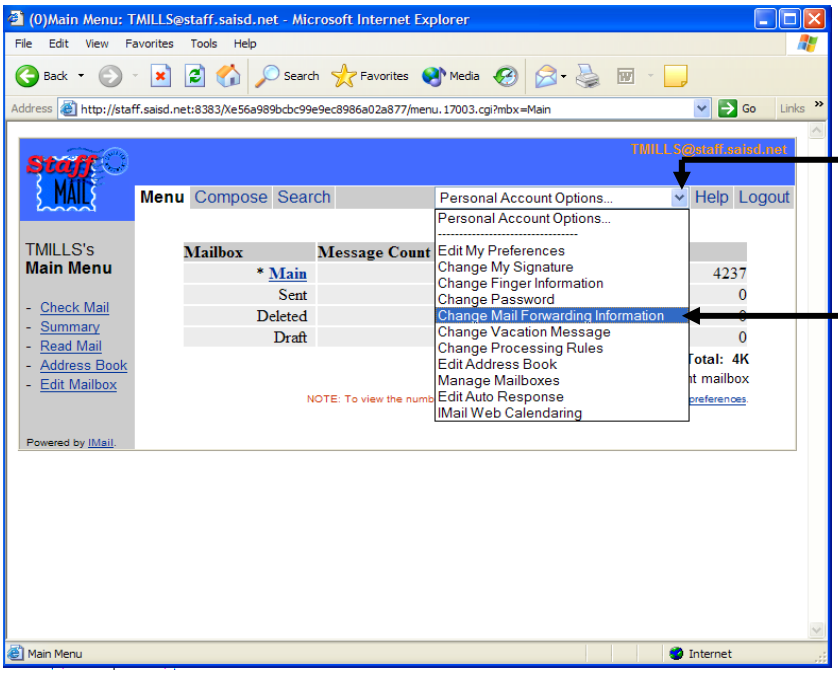
- Soon teachers from iMail and Staff email accounts will be moved to new Web Outlook accounts.
- This is the same system all administrative support staff currently have access to via the District's web page.

The timeline is as follows:

Date	Change
September 9, 2003	1. All campuses notified of transition to Web Outlook form iMail/Staff email accounts 2. Usernames and passwords will be handed out to campus technology representatives on September 9. CTRs will also have access to the Web Outlook tutorial online as http://itls.saisd.net/ctr 3. Each campus should designate a Web Outlook trainer to attend Train the Trainer sessions offered by Instructional Technology during September and October, 2003. 4. From September 9—November 1, professional staff with iMail/Staff accounts will have the opportunity to "forward" email to their new Outlook account. This procedure is explained in the tutorial all professional staff will have access to via the ITLS web site. 5. All new staff will receive Outlook accounts when they are processed through Human Resources.

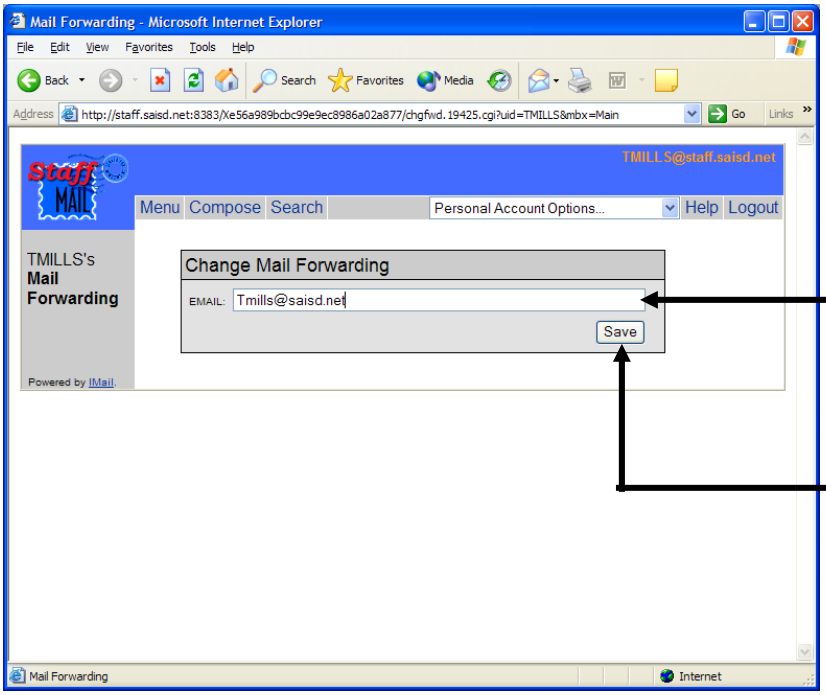


[1] Log in to your Staff (or iMail) account



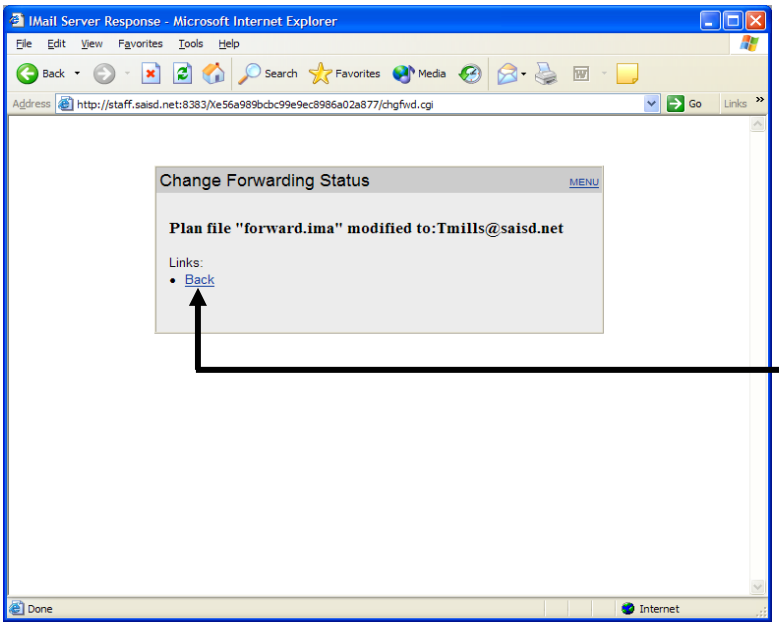
[1] Click on the triangle next to Personal Account Options to show the drop down menu

[2] Choose Change Mail Forwarding Information

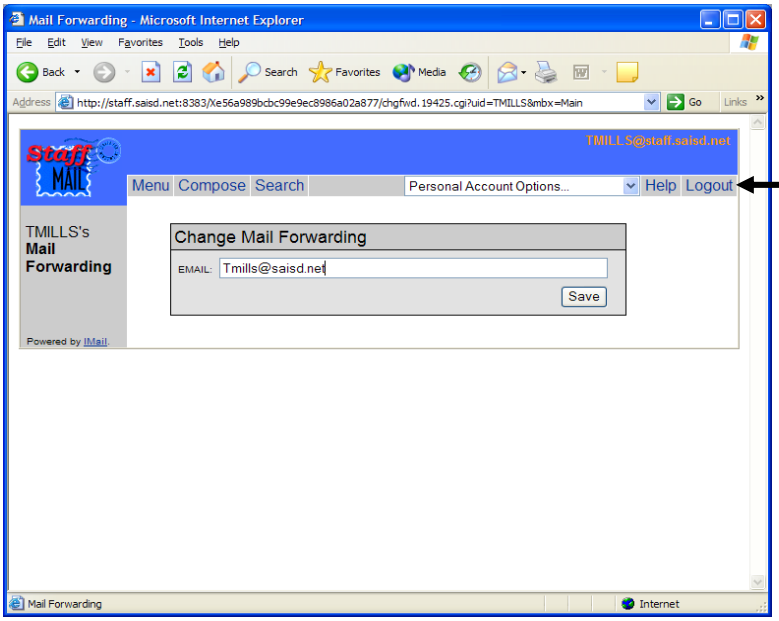


[1] Type in your new MS Web Outlook email address

[2] Click Save



[1] Click Back

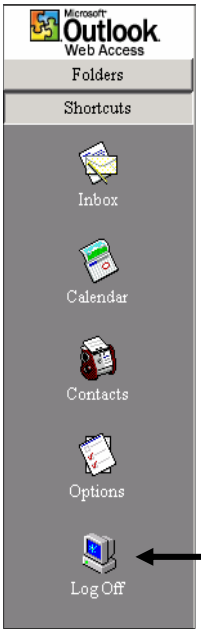


[1] Click to Logout of your Staff (iMail) account

- All new incoming mail should now go to your new Microsoft Web Outlook account.
- If you have older mail messages that you wish to save, forward these mail messages to your new Microsoft Web Outlook account.

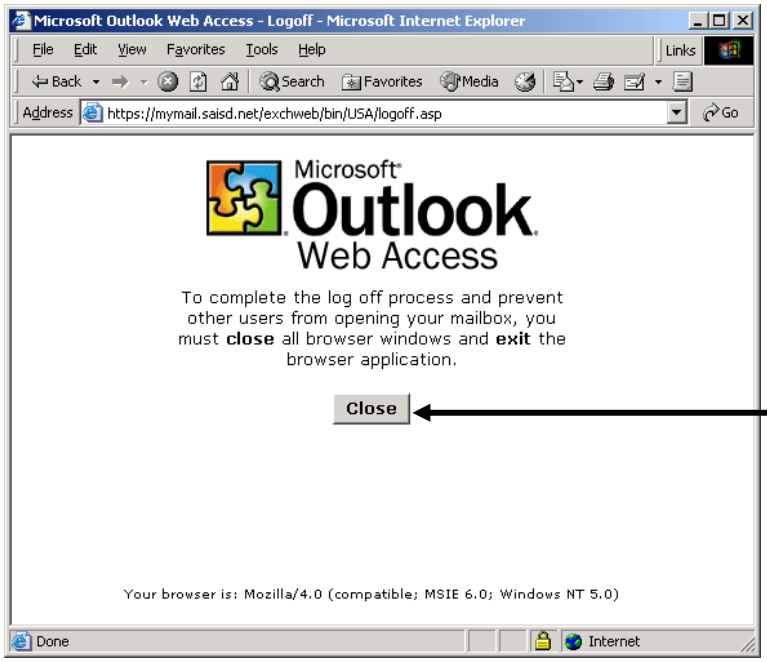
How to Log Off your account

- Remember to log off before your leave your computer. This will prevent others from being able to read your email.

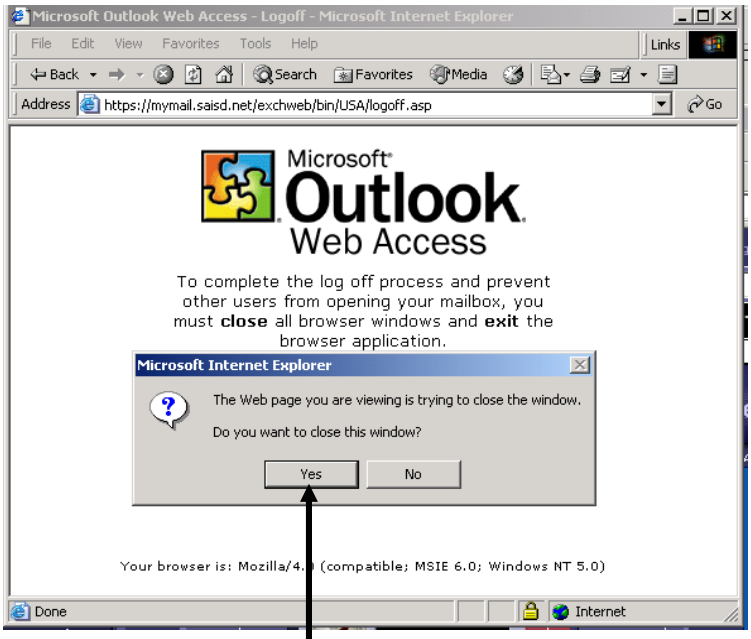


Note: You must log off and close all the browser windows before Microsoft Web Outlook is "officially" closed.

[1] Click Log Off



[1] Click Close



[1] Click Yes and close any open Internet browser windows

Appendix - MS Web Outlook

Topics Page

Helpful Information
- Keyboard shortcuts for working with Outlook messages 70
- Microsoft Web Outlook 2000 Quick Reference Card 71-77

Test for Knowledge
- Create the following in MS Web Outlook 78
- Mini MS Web Outlook Quiz.....79

Evaluation Form
- Geometric Reflection and Evaluation 80-81

Software Integration
- Web Outlook Integration 82
- TA:TEKS.....83

Levels of Technology Integration (LOTI) 84
Resources, Links & Citations.....85

Keyboard shortcuts for working with Outlook messages

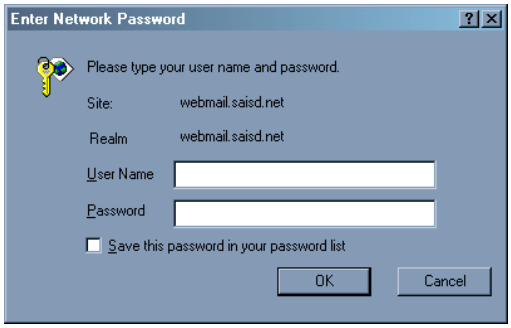
- Action.....Press the following Keys
- Switch to the Inbox folder ..... [Ctrl][Shift]I
- Check for new mail ..... [F5]
- Create a new message..... [Ctrl][Shift]M
- Delete the selected message ..... [Ctrl]D
- Mark a message as read ..... [Ctrl]Q
- Open the Address Book ..... [Ctrl][Shift]B
- Select all messages ..... [Ctrl]A
- Select the next message ..... [Down Arrow]
- Select the previous message ..... [Up Arrow]
- Open the selected message ..... [Enter]
- To close an open message ..... [Esc]
- To reply to a selected message ..... [Ctrl]R
- Create a Reply To All message ..... [Ctrl][Shift]R
- To flag a message for follow-up ..... [Ctrl][Shift]G
- With a message open, ... [Ctrl]+. ([Ctrl], plus, period) open the next message

Microsoft Web Outlook 2000
Quick Reference Card

Web Outlook

Access E-Mail from Anywhere Through the Internet

- Start your Internet browser
- Go to ***www.saisd.net***
- Refer to the ***Quick Links*** box on the right of the screen
- Click on ***Web Outlook***
- Type your user name in the ***Log On*** box and press ***ENTER***
- Type your user name again in the ***User name*** box and your password in the ***Password*** box
- Click on ***OK***



The Outlook Bar

The Shortcuts Bar contains the most frequently used items.

Inbox – Manage e-mail messages that you have received and sent, flag messages for action

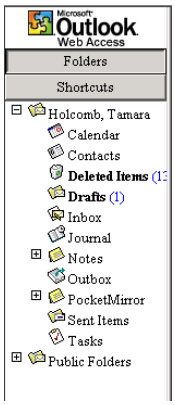
Calendar – Create and manage appointments, meetings and tasks

Contacts – Organize personal and business contact information

Options- Set preferences for the calendar, reminders, contacts and display notifications, as well as changing passwords, recovering deleted items, and turning on the Out of Office feature.

Log Off- To prevent others from being able to read your email, you must log off and close all the browser windows.

The Folders Bar contains the most frequently used items and the following items..

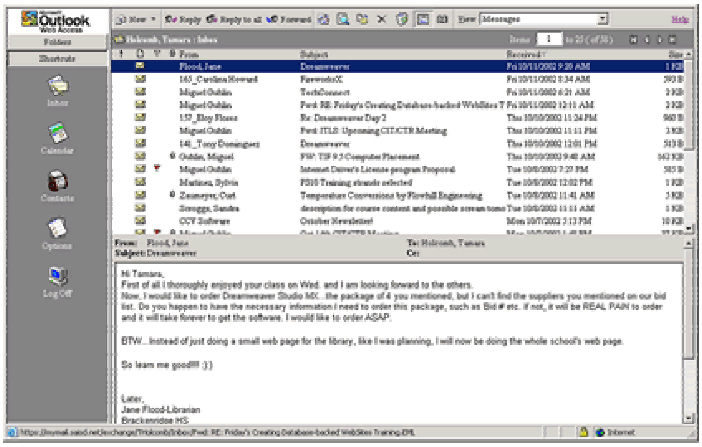


Deleted Items – Store deleted items for later retrieval

Notes – Jot down ideas, questions or reminders

Tasks – List and prioritize to-do items, assign tasks to others and track progress

The Inbox



Read Received Mail

- Double-click on a message to open in a separate window.
- Use the **Show/Hide Preview** button to turn on the lower Preview pane. This lets you select a message in the upper half of the window and see the contents in the lower half.

Reply to a Message

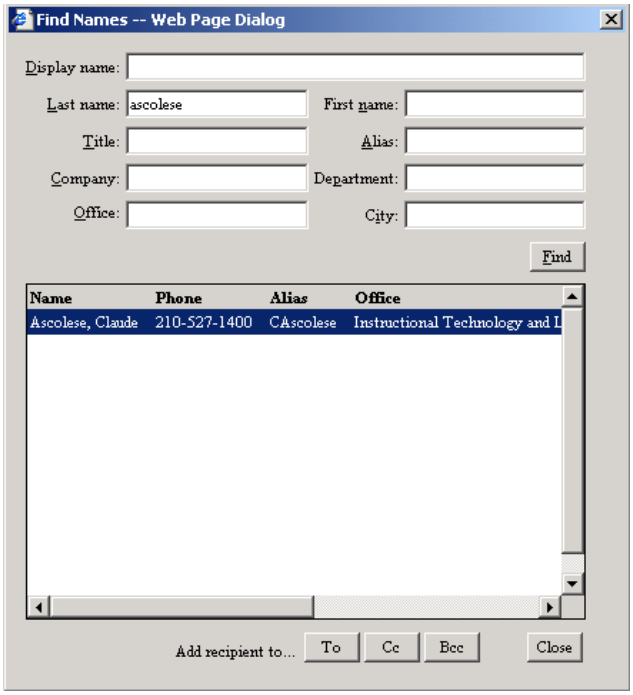
- Select the message.
- Click the **Reply**, **Reply to all** or **Forward** button.

  - **Reply** sends only to the sender.
  - **Reply to all** sends to all of the recipients in the **To** and **Cc** boxes.
  - **Forward** allows you send a received message to another user.
- Type your message in the window that appears.
- Click the **Send** button in the message window.

Creating a New Message

- Click the **New** button at the top of the window.
- Choose **Message** from the drop-down menu.
- Click the **To** button to bring up the Outlook address book.
    - This address book only shows the names of SAISD employees on Outlook.
    - You can type an Outlook user's name in the To: field, then use the Check Names button.

    - You can also type email addresses in the To field: ie. dthomas@yahoo.com.
- Type the recipient's last name in the Last Name field.
- Click **Find.**
- Select the correct recipient from the resulting list, then click the **To**, **CC**, or **BCC** button to address the message.
- Repeat as necessary, then click the Closed button to close the address book.

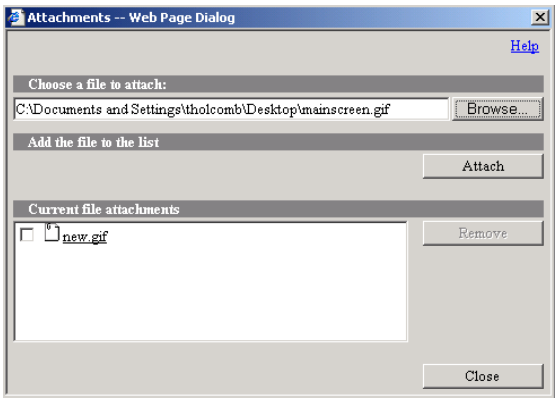


- Type your subject in the Subject field.
- Type your message.
- Click the **Send** button in the message window.

Sending Attachments

- Create mail message as above
- Select ***Insert Attachment*** button on the Toolbar

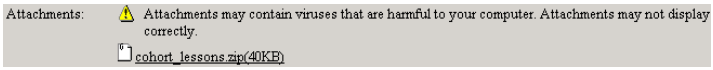
- Browse to and select the file



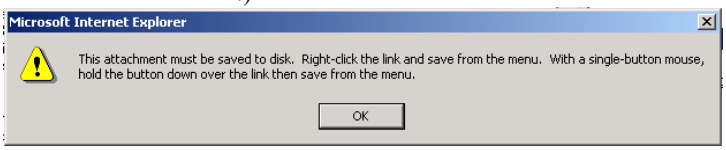
- Click the **Attach** button.
- Repeat as necessary.
- Click the **Close** button to return to your message.

Receiving Attachments

- Double-click to open a message with an attachment.
- Click on the underlined attachment.



    - Some attachments will open in the browser window.
    - Some attachments will require you to save to the hard drive first. Right-click on the link and choose Save. (Mac users click and hold on the link.)



Formatting Messages

You have several options for customizing individual messages.

- **Font Dialog Button**- allows you to choose font, font color, font size and other formatting options for your message.

- **Font List**- Choose a font for your message

- **Font Size**- Choose a size for your font.

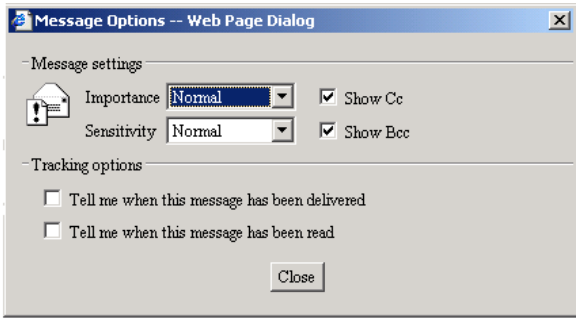
- **Font Color**- Choose a font color for your message.

- **Bold, Italic, Underline, Left Align, Center Align, Right Align, Bulleted List, Numbered List**

Message Options

- Inside your message, click the **Options** button.
- Select the desired options for the message.

Messages can be sent with different levels of importance and sensitivity. You can also Track a message and tell when others have received it and when they've opened and read it.
ALL OPTIONS MUST BE SET BEFORE THE INDIVIDUAL MESSAGE IS SENT.



Inbox Items

Importance – Indicates importance of message (high, low)

Message Type – Indicates mail, meeting request, task, etc.

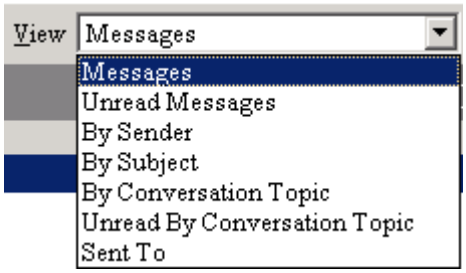
Flagged – Indicates messages flagged to act on at a later time

Attachment – Indicates if message has an attachment

Click on any of the above symbols, as well as From, Subject, Received and Size to organize messages by the desired parameter.

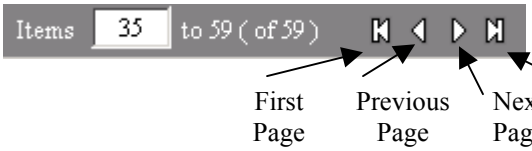
Organize Inbox

Click the down arrow next to the View field to reorganize your mailbox by the desired parameter.



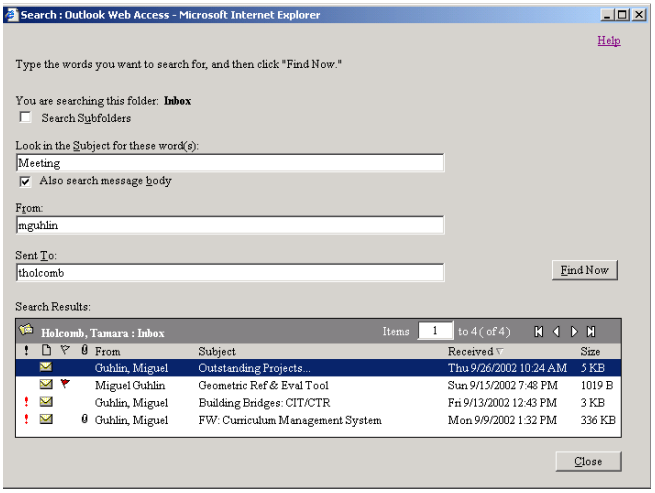
Navigate the Inbox

Use the Navigation bar to move to different pages of messages in the inbox.



Search the Inbox

- Click the **Search** button.
- Enter the search information in the Search Window.
- Click **Find Now**.
- Double-click the desired message in the Search Results pane.
- Click **Close** to exit.



Delete Messages

- Select or open the message to delete.
- Click the **Delete** button.

Recover a Message from the Deleted Items Folder

- Click on the **Folders** button in the Outlook Bar.
- Click on the **Deleted Items** folder.
- Select the message you want to retrieve.
- Drag the message to the Inbox.

Empty the Deleted Items folder

It is very important to frequently empty your Deleted Items folder. Items in the Deleted Items folder are still on the server and are taking up space. If your mailbox becomes too full, you will receive a message telling you that you've reached the size limit on your mailbox. When this happens, you will need to delete old mail items before you will be able to receive any more mail.

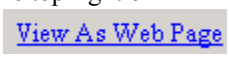
To empty the deleted Items folder, click on the **Empty Deleted Items** button.

Recover Deleted Items

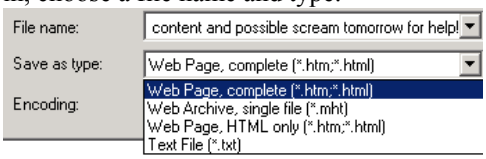
- Go to the Deleted Items folder in the Folders view.
- Click on the **Recover Deleted Items** button.

- In the window that opens, choose the message to recover and press **Recover.**
- To permanently delete a message, choose **Permanently Delete**.

- Save Messages to your Computer
  - Double-click the desired message to open it.
  - Click on **View as Web Page** on the top right of message.



  - In the browser window that opens, choose **File↓Save As**.
  - Navigate to the folder you want to save your messages in, choose a file name and type.



Print Messages

- Double-click on a message to open it.
- In the message window, click the Print button.

Contacts

Contacts are personal addresses you can modify.

Adding New Contacts

- Click on the downward-pointing triangle next to **New** on the Toolbar
- Choose **Contact**
- Fill in details
- Click ***Save and Close***

To Find a Contact

- Select ***Contact*** on Toolbar
- In the Contacts window, choose the **Search** button.

- Enter search word or phrase
- Select ***Find Now***

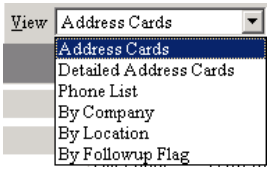
Send a Message to a Contact

- Double-click on the contact to open the Contact window.
- Click the Send Mail to Contact button.

- Type message and subject and click Send.

Change Current View

- Select ***View*** drop-down menu on Toolbar
- Select desired view



Delete Contact

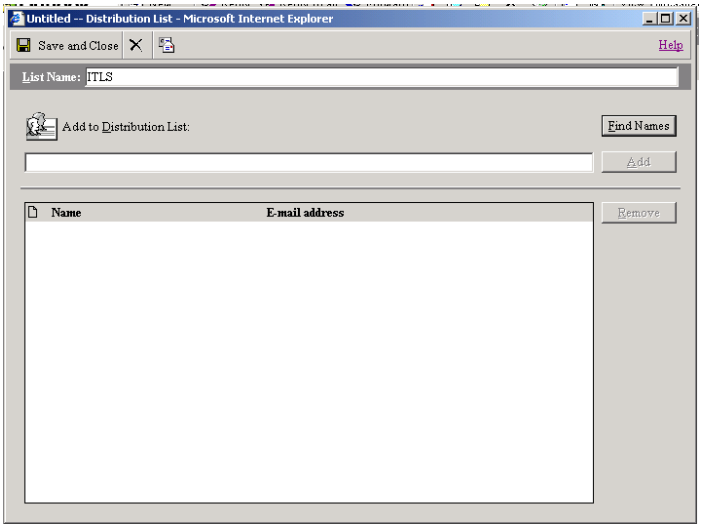
- Select contact.
- Click once on the **Delete** button.

NOTE: This will IMMEDIATELY delete your contact. You will not receive a warning dialog box.

Create a Distribution List

Distribution lists allow you to send a piece of email to many people at once.

- Click the drop-down menu next to **New**.
- Choose **Distribution List**.
- Type a name for your list.
- Type an email address in the **Add to Distribution list** or click on **Find Names** to bring up the Outlook Address book.
- Find the person in the Address book and select them in the resulting list.
- Click on **Add to Distribution List**.
- Continue to add people to your list. Click **Close** to close the address book.
- Click **Save and Close** in the Distribution List window when you are through.



Send a Message to Members of a Distribution List

- Click on **Contacts**
- Double-click on the Distribution list.
- Click the **Send Mail to List** button.

- Type your subject and message and click **Send**.

Modify a Distribution List

- Click on **Contacts**
- Double-click on the Distribution list.
- To remove a member, select names in the list, then click **Remove**.
- To add a member, Type their email address in the **Add to Distribution list** or click on **Find Names** to bring up the Outlook Address book.
- Find the person in the Address book and select them in the resulting list.
- Click on **Add to Distribution List**.
- Click **Close** to close the address book.
- Click **Save and Close** in the Distribution List window when you are through.

Delete a Distribution List

- Click on **Contacts**
- Double-click on the Distribution list.
- Click the **Delete** button.

The Calendar

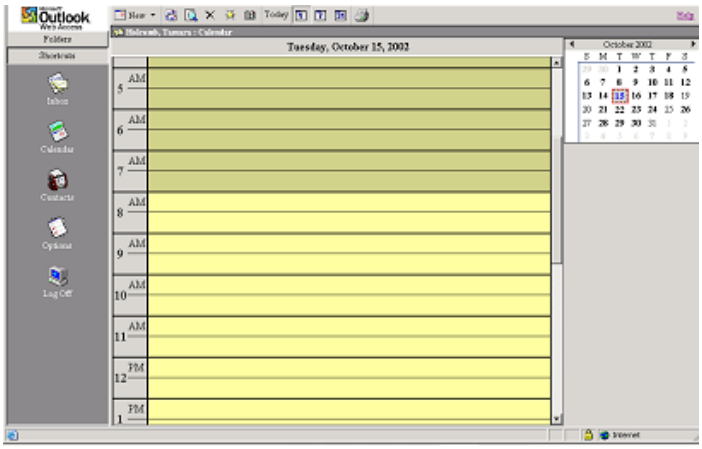
Date Navigator

Use to select specific date (dates with scheduled items are bold)

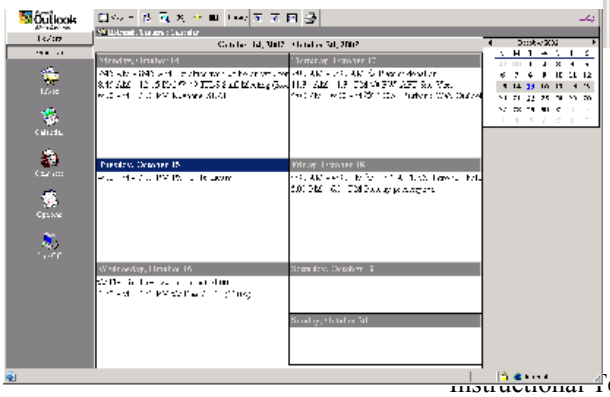
- Select desired date
- Use left and right arrows to go to a different month
- Today's date is outlined in Red.
- Selected date is outlined with a broken blue line.
- Return to the current date from any month on the calendar by clicking on **Today**.

Selecting a View

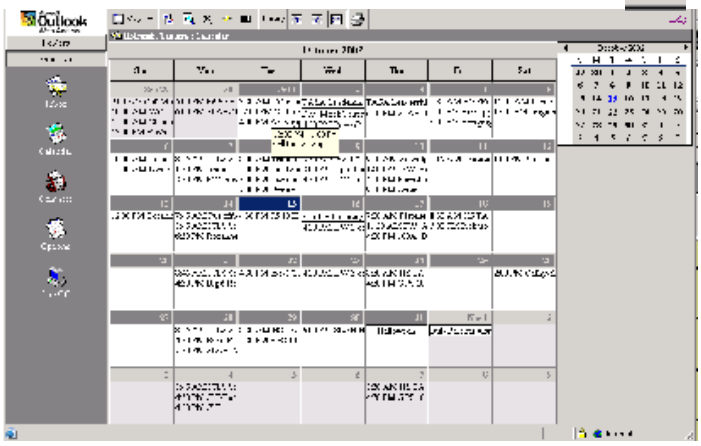
- By **Day**



- By **Week**



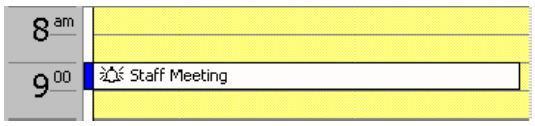
- By **Month**



Creating Appointments

An appointment is an activity for a specific duration.

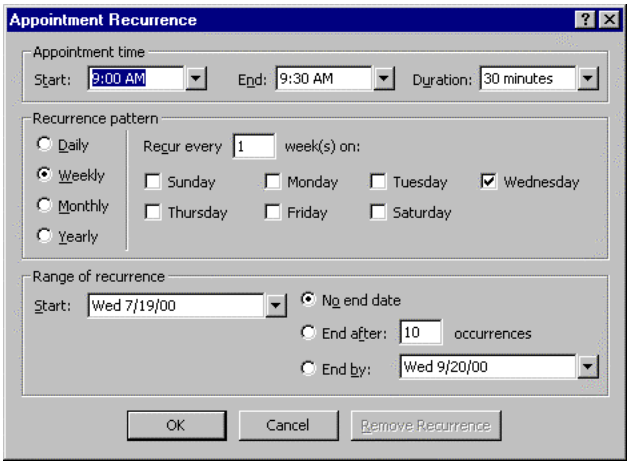
- Using Date Navigator, select day for appointment
- Double click on desired start time
- Enter ***Subject*** and ***Location*** information
- Enter end time to change default
- Select other options desired
- Select ***Save and Close***



Create Recurring Appointments

- Create Appointment as above
- Select ***Recurrence*** button on Toolbar

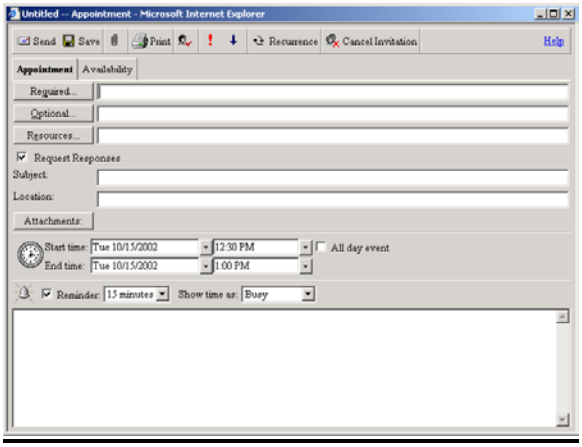
- Select Recurrence Pattern (Daily, Weekly, Monthly or Yearly) of appointment
- Select options for Recurrence Pattern
- Select ***OK***
- Select ***Save and Close***



Planning a Meeting

Meeting Planner shows free/busy time for people and resources to plan meeting.

- Create an Appointment
- Select **Invite Attendees** button on Toolbar



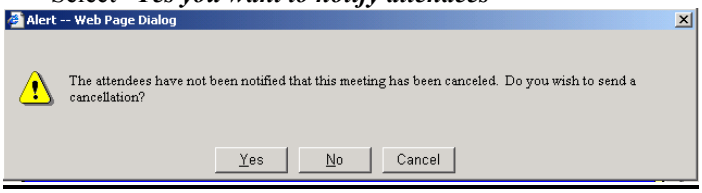
- Click **Required** to bring up the address book and select required attendees.
- Click **Availability** to check attendees Outlook calendars for conflicts. The grid on right will show free and busy time for each attendee
- To change day and time, use scroll bars
- Fill in other meeting information as appropriate
- Click ***Send***

Reschedule a Meeting

- Double click on meeting in Calendar
- Change meeting time and date, save and close
- Select ***Send Update*** button on Toolbar, save and close

Cancel a Meeting

- Go to the calendar & select meeting
- Press ***Delete*** key
- The Alert dialog box will open.
- Select ***"Yes you want to notify attendees"***



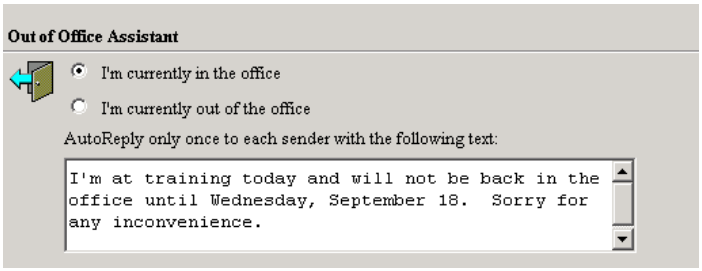
Reply to Meeting Request

- Open request from Inbox
- Select ***Accept, Tentative,*** or ***Decline*** on Toolbar

Options

Using the Out of Office Assistant

- Click ***Options – Out of Office Assistant***
- Check ***I am currently out of the office***
- Type in your ***auto-reply*** message
- Click **Save and Close** at the top of the window.

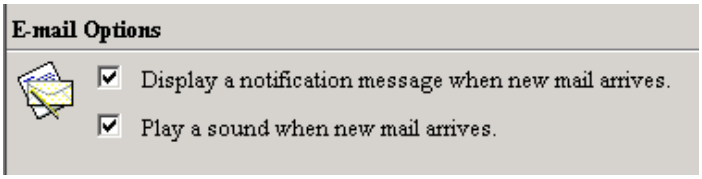


Turn off Out Of Office Assistant

- Click ***Options – Out of Office Assistant***
- Check ***I am currently in the Office***
- Click **Save and Close** at the top of the window.

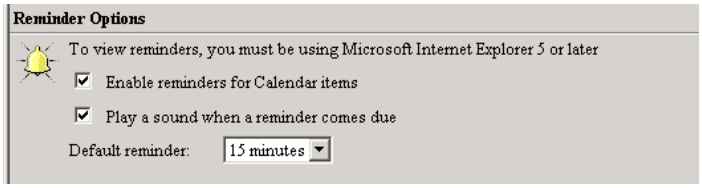
Email Options

- Click ***Options***
- Choose Display notification if you'd like a small pop-up window to appear when you have new mail.
- Choose Play a sound you'd like a chime to sound when you have new mail.
- **YOU MUST BE LOGGED ON TO OUTLOOK FOR THESE NOTIFICATIONS TO APPEAR.**



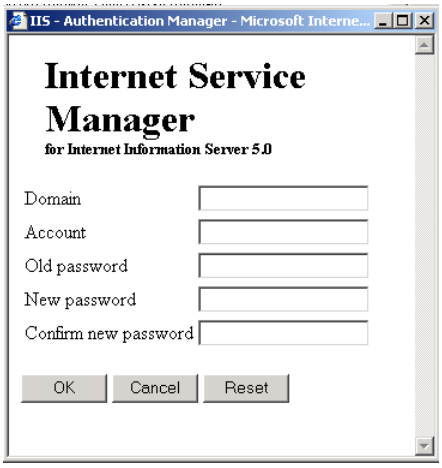
Reminder Options

- Click ***Options***
- Click **Enable Reminders for Calendar Items** to be reminded of appointments with a pop-up window.
- Click **Play a Sound when a reminder comes due** to hear a chime when an appointment is due.
- Set the default reminder time using the drop-down menu.
- **YOU MUST BE LOGGED ON TO OUTLOOK FOR THESE NOTIFICATIONS TO APPEAR.**



Change Password

- Click **Options**
- Click **Change Password.**
- In the window that appears, type :
  - Domain: saisd
  - Account: User Name
  - Old password: current password
  - New Password: desired password
  - Confirm New Password: desired password.



- Click OK

Log Off Web Outlook

Log Off

To safely leave Outlook so that no one else can access your account:

- Click **Log Off** on the Outlook Bar Shortcuts.
- Click the **Close** button.
- **Close all Browser windows.**

Test for Knowledge

Create the following in MS Web Outlook

Developing a contact list..... Use information gathered at meetings, in-services, phone calls, etc. and develop a contact list of fellow teachers, staff members and administrators. Make a habit of emailing minutes from the meetings to all interested parties.

Developing a distribution list..... Assemble a list based upon the common interest or occupations of people on your contact list. Make a habit of emailing updates, handouts, or newsletters to all interested parties.

Keeping a current calendar .....Make a habit of blocking the time for all meetings, in-services, etc. on your Web Outlook calendar. Refer others to the use of sending appointments via their Outlook accounts in order to arrange meeting times and locations.

Mini MS Web Outlook Quiz

1. Name three ways that you can increase the productivity in your classroom by using the Web Outlook program _____
   _____
   _____

2. Name three ways that you can increase the productivity in your school by using the MS Web Outlook program. _____
   _____
   _____

3. What is the difference between a contact and a distribution list? _
   _____
   _____
   _____

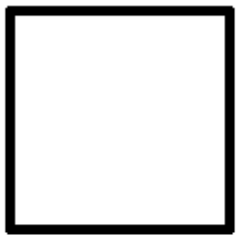
4. What are the steps to creating an appointment in MS Web Outlook?
   _____
   _____
   _____

5. What are the step to creating a message for multiple users? ____
   _____
   _____
   _____
   _____

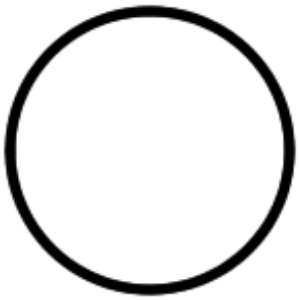
6. Why is it important to log off of your MS Web Outlook account? __
   _____
   _____
   _____
   _____

7. Why is it important not to save your password to the password list on your computer? _____
   _____
   _____
   _____
   _____
   _____

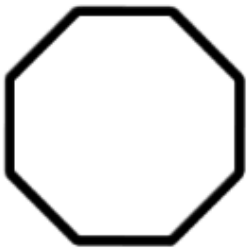
Geometric Reflection and Evaluation



Something I learned that SQUARED with my beliefs.

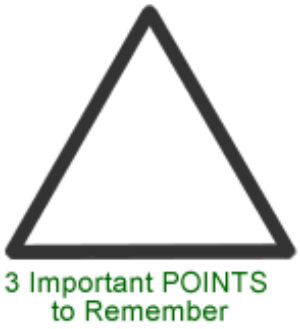


A question going AROUND in my mind...



STOP!
How do I plan to implement what I have learned?

© SAISD/Office of Instructional Technology Services



Please respond to the questions by selecting 1-5, 5 being the highest and 1 being the lowest, below:

The Session Facilitator:

1.Held my interest with relevant examples.	1 2 3 4 5
2.Facilitated activities effectively that reflected a clear grasp of the topic.	1 2 3 4 5
3.Responded effectively to questions.	1 2 3 4 5
4.Delivered content in an appropriate, well-paced manner.	1 2 3 4 5
5.Provided opportunities for active participation.	1 2 3 4 5
6.Provided quality handouts that enhanced my learning experience.	1 2 3 4 5
7.If this activity was TEKS-related, at what LOTI level were most of the activities?	1 2 3 4 5
8.Anything else you would like to share about the workshop today that may not have been addressed previously?	

Web Outlook Integration

The Microsoft Web Outlook program with a myriad of practical purposes for the classroom teacher. The integration of information sent through email by colleges, the attachment and then transfer of files, images, and sounds, and several other uses makes integrative practically limitless. Below are just a few suggestions for content area integration:

Elementary	
Developing contact list of other colleges that share the same certification or interest	Language Arts
	Reading
	Math
	Social Studies
	Science
	Elective classes
Secondary	
Developing contact list of other colleges that share the same certification or interest	Language Arts
	Science
	Texas History/US History/ World History
	Literature
	Elective classes

Technology Applications: Texas Essential Knowledge and Skills

§126.12 Technology Applications (Computer Literacy), Grades 6-8

TEKS (1) **Foundations.**	The student demonstrates knowledge and appropriate use of hardware components, software programs, and their connections. The student is expected to:	
	(H)	use terminology related to the Internet appropriately including,but not limited to, electronic mail (e-mail), Uniform Resource Locators (URLs), electronic bookmarks, local area networks (LANs), wide area networks (WANs), World Wide Web (WWW) page, and HyperText Markup Language (HTML);

© SAISD/Office of Instructional Technology Services
http://itls.saisd.net/tli

Levels of Technology Integration (LOTI)

Level	Category	Description
0	Nonuse	A perceived lack of access to technology-based tools or a lack of time to pursue electronic technology implementation. Existing technology is predominately text-based (e.g., ditto sheets, chalkboard, overhead projector).
1	Awareness	The use of computers is generally one step removed from the classroom teacher (e.g., it occurs in integrated learning system labs (i.e. Jostens, CCC, IDEAL, Plato), special computer-based pull-out programs, computer literacy classes, and central word processing labs). Computer based applications have little or no relevance to the individual teacher's instructional program.
2	Exploration	Technology-based tools serve as a supplement (e.g., tutorials, educational games, simulations) to the existing instructional program. The electronic technology is employed either for extension activities or for enrichment exercises to the instructional program.
3	Infusion	Technology-based tools including databases, spreadsheets, graphing packages, probes, calculators, multimedia applications, desktop publishing, and telecommunications augment selected instructional events (e.g., science kit experiments using spreadsheets or graphs to analyze results, telecommunications activities involving data sharing among schools).
4a	Integration (mechanical)	Technology-based tools are mechanically integrated, providing a rich context for students' understanding of the pertinent concepts, themes, and processes. Heavy reliance is placed on prepackaged materials and sequential charts that aid the teacher in the daily operation of the instructional curriculum. Technology (e.g., multimedia, telecommunications, databases, spreadsheets, word processing) is perceived as a tool to identify and solve authentic problems relating to an overall theme or concept.
4b	Integration (routine)	Teachers can readily create integrated units with little intervention from outside resources. Technology-based tools are easily and routinely integrated, providing a rich context for students' understanding of the pertinent concepts, themes, and processes. Technology (e.g., multimedia, telecommunications, databases, spreadsheets, word processing) is perceived as a tool to identify and solve authentic problems relating to an overall theme/concept.
5	Expansion	Technology access is extended beyond the classroom. Classroom teachers actively elicit technology applications and networking from business enterprises, governmental agencies (e.g., contacting NASA to establish a link to an orbiting space shuttle through the Internet), research institutions, and universities to expand student experiences directed at problem solving, issues resolution, and student activism surrounding a major theme or concept.
6	Refinement	Technology is perceived as a process, product (e.g. invention, patent, new software designed), and tool for students to use in solving authentic problems related to an identified real-world problem or issue. In this context, technology provides a seamless medium for information queries, problem-solving, and product development. Students have read access to and a complete understanding of a vast array of technology-based tools to accomplish any particular task.

MS Outlook and Web Outlook Resources on the Web

http://www.microsoft.com/office/outlook/default.asp - Microsoft's Home page for Outlook

http://www.lancs.ac.uk/iss/email/web-email.html

http://www.slipstick.com/outlook/ - Hot issues, tips and other solutions for **Microsoft Outlook** 97, **Outlook** 98, **Outlook** 2000, and **Outlook** 2002

http://www.slipstick.com/outlook/antivirus.htm - How viruses affect **Microsoft Outlook** and how to prevent becoming infected with them.

http://support.microsoft.com/ - **Microsoft** Help and Support.

Print Resources

There are a number of valuable books written on the topic of MS Outlook. Check out new and used bookstores. An example would be "Microsoft Outlook Version 2002 Step by Step with CD-ROM" by Microsoft Press. This book has many screen shots and is easily understandable.

Listservs and Newsgroups

If you have access to Usenet Newsgroups, you might try:

Group	Group
microsoft.public.outlook.addin_utility	microsoft.public.outlook.mac
microsoft.public.outlook.calendaring	microsoft.public.outlook.migration
microsoft.public.outlook.configuration	microsoft.public.outlook.printing
microsoft.public.outlook.contacts	microsoft.public.outlook.program_addins
microsoft.public.outlook.environment	microsoft.public.outlook.program_forms
microsoft.public.outlook.fax	microsoft.public.outlook.program_vba
microsoft.public.outlook.general	microsoft.public.outlook.teamfolders
microsoft.public.outlook.installation	microsoft.public.outlook.thirdpartyutil
microsoft.public.outlook.interop	microsoft.public.outlook.usage

LOTI Resources

http://www.learning-quest.com/LoTI , presented by the National Business Alliance